



Idaho Division of Vocational Rehabilitation

State Plan Attachments FFY 2014

Idaho State Plan for the Vocational Rehabilitation Services Program And Idaho State Plan Supplement for the State Supported Employment Services Program

Our Vision:

Your success at work means our work is a success.

Our Mission:

Preparing individuals with disabilities for
employment and community enrichment.

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Table of Contents

Attachment 4.2(c)

Summary of Input of State Rehabilitation Council	1
--	---

Attachment 4.7(b) (3)

Request for Waiver of Statewideness	3
---	---

Attachment 4.8(a)

Cooperative Agreements with Agencies Carrying Out Activities Under the Statewide Workforce Investment System	5
---	---

Attachment 4.8(b) (1)

Cooperative Agreements with Other Agencies and Entities Not Carrying Out Activities Under the Statewide Workforce Investment System	6
--	---

Attachment 4.8(b) (2)

Coordination with Education Officials	8
---	---

Attachment 4.8(b) (3)

Cooperative Agreements with Private Nonprofit Vocational Rehabilitation Service Providers	10
--	----

Attachment 4.8(b) (4)

Arrangements and Cooperative Agreements for the Provision of Supported Employment Services and Extended Services	11
---	----

Attachment 4.10

Comprehensive System of Personnel Development	11
---	----

Attachment 4.11(a)

Statewide Assessment	17
----------------------------	----

Attachment 4.11(b)

Annual Estimate	22
-----------------------	----

Attachment 4.11(c) (1)

State's Goals and Priorities for FFY 2014	22
---	----

Attachment 4.11(c) (3)

Order of Selection	26
--------------------------	----

Attachment 4.11(c) (4)

Goals and Plans for Distribution of Title VI, Part B Funds	26
--	----

Attachment 4.11(d)

State Strategies and Use of Title I Funds for Innovation and Expansion	27
--	----

Attachment 4.11(d) (1) (A)

Expansion and Improvement of Services to Individuals with Disabilities and Assistive Technology Services and Devices	28
---	----

Attachment 4.11(d) (1) (B)

Outreach to Serve the Most Significantly Disabled who are Minorities or Unserved or Underserved	29
--	----

Attachment 4.11(d) (1) (C)

Development and Improvement of the State Community Rehabilitation Programs (CRPs)	31
--	----

Attachment 4.11(d) (1) (D)

Strategies to Improve Performance on the Standards and Indicators	31
---	----

Attachment 4.11(d) (1) (E)

Strategies for Assisting Other Components of the Statewide Workforce Investment System in Assisting Individuals with Disabilities	32
--	----

Attachment 4.11(d) (2) (A), (B) and (C)

Extent to which these Strategies will be used to Address the Goals Identified in the Needs Assessment, Support the Innovation and Expansion Activities and Overcome Identified Barriers.....	33
--	----

Attachment 4.11(e) (2)

Evaluation and Reports of Progress for FFY 201234

Attachment 4.11(e) (2) (D)

Status of Evaluation Standards and Performance Indicators45

Attachment 4.11(e) (2) (E)

Utilization of the Funds Reserved for the Innovation and Expansion
Activities in FFY 2012.....46

Attachment 6.3

Quality, Scope, and Extent of Supported Employment Services.....47

Attachment 4.2(c) Input of the State Rehabilitation Council for FFY 2012

During FFY 2012, the State Rehabilitation Council (SRC) held quarterly meetings in the Boise area. The following information reflects those dates and locations: October 12, 2011 – Boise, Idaho; January 24, 2012 – Boise, Idaho; May 11, 2012 – Boise, Idaho; July 11, 2012 – Boise, Idaho. In preparation of the FFY 2014 State Plan, the Idaho Division of Vocational Rehabilitation (IDVR) cosponsored and facilitated three public forums to receive public input into the plan. Forums occurred on the following dates and location: February 08, 2013, Boise; February 22, 2013, Pocatello; and February 26, 2013, Lewiston.

A. During FFY 2012 the SRC provided input and made recommendations to IDVR. The following summarizes the State Rehabilitation Council's input and recommendations; Response of IDVR; and explanation of input and recommendations.

1. **SRC Input:** Tribal VR information should be included in the IDVR and SRC 2012 Annual Reports.

IDVR Response: The IDVR and the SRC highlighted a joint successful closure in their combined 2012 Annual report. Through collaborative efforts between the IDVR and the Nez Perce tribal program, a mutual customer was able to reach his employment goal. Although not highlighted in the 2012 Annual report, there are IDVR counselor liaisons designated to the tribal programs throughout the state. Tribal programs include: Coeur d'Alene, Shoshone-Paiute, Shoshone-Bannock, and Nez Perce tribes.

2. **SRC Input:** Status of the development of a Business Liaison position to strengthen ties between employers and IDVR.

IDVR Response: As a result of fiscal restraints as well as other organizational priorities during FFY 2012, IDVR was unable to develop a Business Liaison/Relations position. IDVR continues to value the importance of such a relationship between the Agency and employers to strengthen ties. IDVR and the Department of Labor (DOL) have partnered to enhance relationships with IDVR staff and the DOL Regional Business Specialist. Staff throughout the State work closely with their local DOL offices to build strong collaborative relationships. Through these efforts, IDVR continues to demonstrate their commitment to the enhancement of being recognized in the statewide workforce as a resource to employers statewide.

3. **SRC Input:** Status of the development of a comprehensive plan to increase SSI cost reimbursements to IDVR and the progress of creating a Partnership Plus model for Idaho in FFY 2012. The Council was informed that VR has a system in place (Ticket Tracker) that now captures these funds effectively. Quarterly written tracking reports will help SRC to provide recommendations on alternative sources of revenue to help meet the needs of IDVR customers and fulfill the agency's mission.

IDVR Response: IDVR continues to be committed to the implementation of some type of Partnership Plus and is on track to begin work in FFY 2013 as stated in last year State Plan report. IDVR will convene a group of Employment Networks and others interested in becoming Employment Networks to evaluate how best to proceed with creating a Partnership Plus model for Idaho. In May 2013, IDVR discussed with CRP's statewide the concept of Partnership Plus. An initial meeting to discuss the Partnership Plus process, and roles and responsibilities of IDVR and EN's is scheduled for July 2013. It is expected that IDVR will complete this by the end of FFY 2014.

IDVR has the Ticket Tracker system to effectively capture funds from Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) recipients who have been provided services by IDVR. Funds captured by this system are reported quarterly to the SRC. In FFY 2012, the IDVR was allowed \$517,525.43 in Social Security reimbursement funds compared to the FFY 2011 amount of \$430,801.31. This reflects a 20.1% increase from FFY2011 to FFY2012. For the first eight months of FFY 2013, IDVR has captured \$437,000 in Social Security reimbursement funds. The SRC will continue to be updated on SSA reimbursement funds captured at their quarterly meetings by either the IDVR Administrator or Fiscal manager. It should be noted that past performance does not guarantee future outcomes. All alternative resources are reviewed with the SRC when applicable.

4. **SRC Input:** The State Plan and Finance Committee is chartered to work with the Planning and Evaluation Manager and Fiscal Manager in reviewing reports and data that impact the State Plan and fiscal well being of the agency. It was noted in the May 2012 SRC meeting that the agency is working to address the quarterly written progress reports to the SRC in comparing the State Agency financial performance against the budget and compliance with Federal Regulations.

IDVR Response: The IDVR Planning and Evaluation manager worked throughout FFY 2012 with the State Plan and Finance Committee chair to review reports, data and regulation when necessary. Furthermore, the Planning and Evaluation manager presented updates to the SRC during their quarterly meetings. IDVR Planning and Evaluation manager worked with the committee chair and the chair of the SRC for the completion and approval of the 2012 combined annual report. The Planning and Evaluation manager has attended three SRC meetings in FFY 2013. During each meeting, a report of progress on projects as well as the agency's performance was presented.

During the SRC July 11, 2012 meeting, the IDVR Fiscal manager presented to the SRC on fiscal matters. Included in the presentation was an explanation of the methodology used for the development, implementation and use of the 2014 FY budget as well as an explanation of a secondary SFY Zero Based Budget (ZZB) required by the State of Idaho. Additionally, an update was provided regarding the status of matching funds, explanation of the Maintenance of Effort (MOE) and the type of funds VR is able to use for match. The IDVR fiscal manager reviewed sequestration and its' potential impact. Lastly, an update regarding the status of Social Security Reimbursements was provided. The SRC was provided budgetary progress reports at all quarterly meetings.

A fiscal report has been provided during all SRC meetings to date in FFY 2013 by either the Administrator or Fiscal Manager. Information presented has included, but is not limited to: Zero Based Budgeting; Review of all grants, money spent as well as carryover amounts; and State audit findings.

5. **SRC Input:** Resumption of conducting quarterly meetings around the state so the SRC can meet with consumers and receive reports from the Regional Managers.

IDVR Response: During FFY 2012 SRC meetings were held only within the Treasure Valley. No Regional Managers or customers were in attendance at any of these meetings. Three SRC meetings have been held during FFY 2013. Meetings have been located twice in Boise and once in Twin Falls. A forth meeting is scheduled in Coeur d' Alene in July 2013. Regional Managers from the Twin Falls and Pocatello regions were in attendance for the Twin Falls meeting location. Customers attended the Twin Falls meeting during a public comment period.

B. The responsibilities of the Idaho State Rehabilitation Council (SRC) are outlined in the Rehabilitation Act of 1973 as amended in 1998.

1. The State Plan and Finance Committee, with increased responsibilities of monitoring IDVR financial performance was approved in the July 2012 meeting. The Committee monitors state agency expenditures to budget and support efforts to obtain sufficient revenues to fulfill the mission of IDVR. At the end of each year, the SRC helps the agency review how effectively it performed towards meeting the State Plan goals and its financial performance. The Committee will work closely with the Planning and Evaluation Manager and Fiscal Manger in reviewing reports and data that impact the State Plan and fiscal well-being of the agency. It was noted in the May 2012 SRC meeting that the agency is working to address the quarterly written progress reports to the SRC in comparing the State Agency financial performance against the budget and compliance with Federal Regulations. The SRC will continue to develop a depth of understanding of the issues and potential solutions.
2. The SRC did not conduct a consumer satisfaction survey during the year. There was no survey information in the 2012 annual report. The survey was not completed as a result of several issues to include, confidentiality and the need for the survey committee requiring assistance in this survey. Steps are being taken to see other agency reports for future reference and to insure this SRC responsibility is fulfilled during the next year.

Attachment 4.7(b) (3) Request for Waiver of Statewideness

The Division provides services in one (1) or more political subdivisions of the State that increases services or expands the scope of services that are available statewide under this State Plan.

All request for a Waiver of Statewideness include:

- (1) The Division verifies in the specific Memoranda of Agreement (MOAs) that the

contributions of these political subdivisions are certified as non-federal monies attached for services, including funds contributed to a local Agency by a private Agency, organization or individual, and

(2) The Division ensures that the services are likely to promote the vocational rehabilitation of substantially larger numbers of customers with disabilities or of customers with disabilities with particular types of impairments, and

(3) The Division ensures that all services administered are in full agreement with the rules and regulations governing General Vocational Rehabilitation Programs as well as State Plan requirements and that the Designated State Unit (DSU) is in full agreement with the provision of those services.

(4) The Division obtains written assurance that designated state unit approval will be obtained for each proposed service utilizing Agency funds prior to service delivery.

(5) The Division obtains written assurance that all other state plan requirements, including a state's order of selection, will apply to all services under the waiver.

The following are services provided by IDVR for which the waiver of statewidehood is requested:

Juvenile Corrections:

The Division in concert with the Idaho Department of Juvenile Corrections (IDJC) entered into a Memorandum of Agreement (MOA) to provide comprehensive vocational services to juvenile offenders both in the IDJC institution and within the community. The goal of this MOA is to provide IDVR eligible customers/offenders located within the Treasure Valley area the opportunity to prepare for re-entry into the community by providing the full spectrum of IDVR services. IDJC will contribute \$42,173 of certifiable non-federal monies toward the case service costs encumbered.

Adult Corrections:

The Division in collaboration with the Idaho Department of Correction (IDOC) entered into a Memorandum of Agreement (MOA) to provide a cooperative effort in the delivery of comprehensive vocational rehabilitation services to felony customers/offenders supervised under IDOC. The goal of the MOA is to provide IDVR eligible customers/offenders reentering the community and under felony supervision in the Treasure Valley area the opportunity of all IDVR services. IDOC will contribute \$104,545 of certifiable non-federal monies toward the case service costs encumbered.

Transitioning Student Population:

Due to the rural nature of Idaho and the increased travel time associated with serving the School/Work (transition) population, additional resources are necessary in certain areas of the state to ensure the needs are met. In collaboration with Special Education and IDEA, as well as federal initiatives, the Division has developed cooperative agreements with schools or school districts in various areas throughout the state to provide comprehensive vocational rehabilitation services to students with disabilities to prepare these customers for transition to work. A

designated VR counselor and staff member are assigned to a consortium affiliated facility to better serve customers in the respective areas.

The school districts will pay an estimated total of \$184,800 in certifiable non-federal monies to IDVR to be used expressly for allowable costs incurred by IDVR in the implementation of the cooperative agreement. All parties have agreed to and signed the memoranda agreements. The memoranda agreements cover the following areas of the state:

Region I	Coeur d'Alene - Two Projects
Region II	Lewiston - One Project
Region III	Treasure Valley Special Programs - Four Projects
Region IV	Twin Falls - One Project
Region V	Pocatello – One Project
Region VI	Idaho Falls - One Project

It is worth contrasting the services in the regions of the state covered by the cooperative agreements versus those not covered. The majority of the state high schools are covered by the transition agreements in the state. Those not covered by this approach tend to be smaller school districts or out of the way communities, although this is not always true. First of all, any individual school district might participate in the arrangement. IDVR counselors are either located in high schools or travel to those high school participating in the project. This provides an easy access to the transition age students eligible for IDVR services. For a majority of the projects, the office space, phones and utilities are provided by the various schools where our counselors are located. These counselors carry a full caseload of transition students and are not dedicated to the general population eligible for IDVR services. The counselors keep the students on the caseload until they are closed by a successful rehabilitation or from failure to successfully complete the rehabilitation process. An important aspect of this agreement that is not feasible for a general counselor is the creation of a close working relationship with school personnel, more timely referrals, better support throughout the rehabilitation process, easy access to pertinent school staff, and the expertise that comes with specialization. The arrangement has proved important in developing an excellent working relationship between IDVR staff and school districts across the state.

In school districts not covered by the cooperative agreements, students are referred by school counselors, special education teachers, or by word of mouth to IDVR. In such cases all of the normal and appropriate activities and services are provided by the DSU. In these regions of the state the counselor carries a general caseload with some transition age students. There is no service offered under the cooperative agreements not also made available by the counselors providing services in the areas not covered by the cooperative agreements. One difference however, must be mentioned. The counselors with full time caseloads of transition age youth typically become experts in providing services to this specialized caseload.

Attachment 4.8(a) Cooperative Agreements with Agencies Carrying Out Activities under the Statewide Workforce Investment System

The Workforce Development Council is the sole workforce investment board in the state to oversee a statewide regional planning area. It was established to provide strategic direction and oversight of Idaho's workforce development system. This requires the Council to exercise special responsibility for development and oversight of the state's workforce development infrastructure and program. The Council members represent business, workers, education, state and local government and community based organizations. As a result of this consolidation, there is a single memorandum of understanding (MOU) that includes all Workforce Investment System partners. The purpose of this MOU is to establish the framework for operation of the One Stop system in a manner that maximizes access to services for business, students, and job seeking customers while making efficient use of public resources and enhancing coordination among partners.

Attachment 4.8(b) (1) Cooperative Agreements with Agencies and Entities Not Carrying Out Activities under the Statewide Workforce Investment System

The Idaho Division of Vocational Rehabilitation does not engage in any programs carried out by the Under Secretary for Rural Development of the U.S. Department of Agriculture.

The Idaho Division of Vocational Rehabilitation (IDVR) and the following entities have entered into formal agreements, which outline the specific activities expected of each partner. The agreements outline goals, planning processes, information sharing and confidentiality, technology, continuous improvement and accountability, service delivery support, cost sharing, annual action plans, duration, amendments, and termination/conflict resolution when applicable.

These entities include:

Idaho Industrial Commission:

This agreement outlines the relationship between IDVR and the Industrial Commission with regard to persons injured on the job who may also have other non-work related injuries. The Industrial Commission will be the lead Agency for injured workers in Idaho and will refer them to IDVR when they are unable to return to previous or similar employment due to the work related injury.

Idaho Department of Health and Welfare Division of Behavioral Health, Adult Mental Health:

The Idaho Division of Vocational Rehabilitation (IDVR) and the Idaho Department of Health and Welfare, Division of Behavioral Health, Adult Mental Health enter into this agreement annually for the express purpose of better serving Idahoans experiencing severe and persistent mental illness. A team approach will be used to ensure that the Idahoans served by this agreement will benefit as to remaining de-institutionalized and successfully integrated into their respective communities from a psychological, psychosocial, and employment perspective. Those customers who have a severe and persistent mental illness deemed not eligible for this program will be referred to the general IDVR program. Those customers who have a severe and persistent mental illness deemed ineligible for this program or IDVR services will be referred to

appropriate resources for assistance. A designated VR counselor and staff member are assigned to a consortium affiliated facility to better serve customers. The Department of Health and Welfare will pay IDVR \$232,961 in certifiable non-federal monies for services executed under this interagency agreement. Both parties have agreed to and signed the memorandum.

Idaho continues to develop a system of mental health courts modeled after drug courts for those with Severe and Persistent Mental Illness (SPMI) disabilities. All of the mental health courts are located in geographic areas covered by our interagency agreements. This system in conjunction with our counselor's efforts is proving useful in the rehabilitation process for customers for whom success is most elusive.

Tribal VR (Nez Perce Tribe, Coeur d'Alene Tribe, Shoshone/Bannock Tribe, Shoshone/Paiute Tribe):

The intent of these agreements is to develop and implement a cooperative system for providing vocational rehabilitation services to eligible American Indians with disabilities and to promote and enhance to the greatest extent possible vocational rehabilitation services like that of those provided by the State of Idaho. The IDVR has the basic responsibility to provide rehabilitation services to all eligible customers of Idaho. The Nez Perce Tribe, Coeur d'Alene Tribe, Shoshone/Paiute and Shoshone/Bannock Tribe, through a Federal Section 121 grant, will work cooperatively with IDVR.

Idaho Department of Labor /Data Sharing:

This agreement provides for disclosure of employment security information by the Idaho Department of Labor to IDVR for the purpose of evaluating customers' acquisition and retention of employment and earnings. The agreement also enables IDVR to meet federal reporting requirements under Section 106 of the Rehabilitation Act as amended by Title IV of the Workforce Investment Act of 1998.

State Use Contracting Programs:

The State of Idaho has a 1973 statute referred to as the "Use Law." A Council appointed by the governor facilitates the sale of goods and services from thirteen (13) Community Rehabilitation "Not for Profit" Programs. A cooperative agreement is not necessary.

Project Search:

Project Search is a high school transition collaborative effort between school districts, the IDVR, Community Rehabilitation Programs (CRP's) and host businesses. It is a national/international training effort to prepare transition students identified as requiring long term supports for the world of work thus helping them move into community employment after high school graduation. Idaho currently has one active project in the Coeur d'Alene area which is a joint effort with VR, Coeur d'Alene school district, TESH, and Kootenai Health. The Project Search program combines two hours of daily classroom training along with four hours of unpaid internship. These internship experiences are done in three different eight week rotations and can include: housekeeping, dietary, laundry, child care, and equipment transportation. Even though the students may not be hired by the host business, they are better prepared for work and better

able to access employment after Project Search completion. At this time, Project Search has only been established in the Coeur d'Alene region.

U.S. Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Program and IDVR:

This cooperative agreement is entered into by the U.S. Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment Program (VR&E), and the Idaho Division of Vocational Rehabilitation with the purpose of ensuring seamless, coordinated, and effective vocational rehabilitation services to Idaho's veterans with disabilities and dependents with disabilities, improving cooperation and collaboration between the two agencies, avoiding duplication of services, improving inter-agency communication, and to establish staff cross-training opportunities.

Independent Living:

IDVR currently contracts Title VII, Part B funds to the State Independent Living Council (SILC) and Disability Action Center-NW (DAC). IDVR has allocated 71% of independent living funding provided through Title VII to the SILC. The remaining 29% is distributed directly to the Disability Action Center (a center for independent living). Part B funds are used to enhance and expand core independent living services.

University of Idaho College of Education Department of Leadership and Counseling:

IDVR and the University of Idaho (U of I) entered into an agreement to advance the Continuing System of Professional Development (CSPD) for the vocational rehabilitation community of Idaho, in particular the vocational rehabilitation counseling profession. This agreement sets forth the expectations and terms of the on-going partnership to advance the CSPD of Idaho through the state's land-grant institution and the only University that provides the vocational rehabilitation counselor program. The vocational rehabilitation counselor program is administered and delivered through the Leadership and Counseling Department of the College of Education.

Attachment 4.8(b) (2) Coordination with Education Officials

The Idaho Division of Vocational Rehabilitation is an agency of the State Board of Education and partners with other agencies under the Board through coordination and collaboration.

The IDVR has a number of formal interagency agreements with state educational agencies to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services under the responsibility of the IDVR.

These agreements provide coordination of services, as outlined in CFR 361.22, between IDVR and the State educational agency in Idaho, so that students with disabilities can succeed.

Idaho Department of Education - Secondary Transition:

This agreement deals with our mutual definition of secondary transition and the cooperative delivery of services to transitioning students with disabilities. It outlines the provision of services required from local school districts, IDVR and Idaho Commission for the Blind and Visually

Impaired, roles and responsibilities of each Agency including financial responsibilities, provisions for determining state lead agencies and qualified personnel responsible for transition services.

The parties enter into these agreements solely to facilitate the transition of students with disabilities from K-12 public education into adult life. This transition to adult life may involve any or all of the following goal oriented activities: post-secondary education, training and job placement, direct placement into appropriate employment (to include supported employment if required), consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities, advocacy, and any other activities that are relevant to the student and within the scope of the IDVR mission and role.

This agreement with the Idaho Department of Education and education officials ensures a coordinated, comprehensive system focusing on youth with disabilities as they transition from secondary school to post-school activities, promoting post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, and community participation emphasizing a team approach to facilitate the transition of students with disabilities from public education into employment. Roles and responsibilities, including financial responsibilities, of each Agency, including provisions for determining state lead agencies and qualified personnel responsible for services are outlined as well. This agreement also includes referrals of students with disabilities (e.g. physical, medical) who are not eligible for special education services, and students who have a 504 Plan (Rehabilitation Act of 1973), to IDVR for determination of eligibility for vocational rehabilitation services.

This agreement outlines the local education Agency responsibility for the purchase of assistive technology equipment that is required for educational purposes. The agreement also outlines IDVR responsibility for the purchase of any assistive technology device or equipment that may be necessary for the student's eventual employment. The agreement also provides a protocol for discounting the cost of equipment purchased by the school for repurchase by IDVR to be utilized in an employment program.

Additionally, IDVR will accept referrals within 2 years prior to the student exiting high school (or earlier if appropriate), determine eligibility and collaboratively, with input from the student's Individualized Education Program (IEP) Team, develop Individual Plans for Employment (IPEs).

Idaho Interagency Council on Secondary Transition:

IDVR continues to be involved in the Idaho Interagency Council on Secondary Transition with the purpose of ensuring that youth with disabilities experience a collaborative, comprehensive system that facilitates a smooth transition from secondary school to adult life. The goal of this group is to provide and promote a common conceptual framework that leads to opportunities for youth with disabilities in community living, recreation, continued education, and employment. Interagency cooperative planning, information sharing, and the collaborative use of resources assist in accomplishing the IDVR's mission at the state and local level. There is no formal agreement for this group.

Colleges and Professional Technical Programs in Idaho under the State Board of Education:

The cooperative agreements with colleges and universities outline information regarding consultation and technical assistance, roles, responsibilities, including financial responsibilities of each, and procedures for outreach to and identification of students with disabilities who need services.

Attachment 4.8(b) (3) Cooperative Agreements with Private Nonprofit Vocational Rehabilitation Service Providers

IDVR does not establish cooperative agreements with private nonprofit vocational rehabilitation service providers as we purchase services on a fee-for-service basis.

IDVR has implemented two reimbursement methods with private, nonprofit Community Rehabilitation Programs (CRP). These include contracts for services provided on an incremental basis (payments following the provision of selected services) as well as fee-for-service.

IDVR participates as a guest at quarterly meetings conducted by CRP associations. IDVR holds CRP meetings approximately every three months to provide updates and ongoing communication with all CRP's who are nonprofit, for profit or are unaffiliated with a CRP association. The main purpose of the Agency participation is to solidify and improve collaborative relationships for the enhancement of service delivery to customers with disabilities.

All new providers of community rehabilitation services for IDVR customers must go through a certification and approval process. The Field Services Chief reviews the qualifications of the vendors providing services to IDVR customers in order to assure the quality of these services, as well as the safety of customers. Vendors are certified through either the Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation System (RSAS). The IDVR tracks all CRP accreditation dates to assure CRP credentials and standards are maintained.

IDVR policy assures that applicants and eligible customers exercise choice of service providers. Each region throughout the state provides a comprehensive list of CRP services and expertise available, which enables the customer to make an informed choice in the selection of an appropriate vendor.

IDVR has developed and implemented a monitoring system that evaluates on-going CRP programs and services. This monitoring system provides quality assurance oversight of the CRP vendors. All CRP's will be evaluated every three years.

Lastly, IDVR has completed evaluation and training of the Vendor Contribution Assessment (VCA). VCA is a software system which has the capability to compare the performance of

similar vendors to one another using data from IDVR's case management system. Data reports will provide information that will enhance customers informed choice when comparing the effectiveness of vendors. VCA data and reports will be ready for implementation and utilization by IDVR staff by the end of July 2013. It is the intention of IDVR to utilize VCA for the enhancement of informed choice when a customer is choosing a CRP.

Attachment 4.8(b) (4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services and Extended Services

IDVR is committed to the advancement of opportunities for Idaho citizens with disabilities, including those with the most significant disabilities, and encourages employment in the least restrictive and most integrated environments possible. IDVR has established and continues to maintain strong working relationships with pertinent state agencies and other appropriate entities to assist in the provision of supported employment services throughout the state.

IDVR manages the extended employment service program funding which is provided by appropriation from the state legislature on an annual basis. One full time employee is responsible for overseeing program allocations amongst eligible program participants in partnership with participating community rehabilitation programs; these services include both community supported employment as well as facility based sheltered employment opportunities. IDVR continues to maximize Federal Supported Employment monies through collaborative efforts with other agencies and organizations. IDVR works to ensure that available resources are identified and utilized to increase the availability of services for all customers requiring long-term community supported employment. Included within these collaborative efforts are Medicaid services provided under the Home and Community Based Services Waiver, as well as services provided through the statewide IDVR consortia with the State Regional Mental health programs.

IDVR counselors work closely with the State Extended Employment Services program to ensure that eligible individuals are referred and placed on the waiting list to receive long-term community supported employment funding when appropriate. IDVR counselors also assist customers who desire to move from a facility based environment into competitive and community-based supported employment when appropriate.

Attachment 4.10 Comprehensive System of Personnel Development

- 1. The following describes the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs including:**

The collection and analysis of data on all personnel includes the following:

- IDVR maintains a system of job descriptions and incumbent staff in all positions.
- An annual needs assessment is conducted to identify and analyze the training and development needs of all IDVR rehabilitation personnel.
- The analysis of current and future staffing needs is ongoing.

(1) (A) Our current ratio of VR counselors to customers served per fiscal year is 1:182

(1) (B) IDVR currently employs a total of 148 staff. The breakdown of personnel is as follows:

Job Title	Total Positions	Current Vacancies	Projected Vacancies Over the Next 5 years
Qualified Rehabilitations Professionals Vocational Rehabilitation Specialists Vocational Rehabilitation Counselors	72	3	42
Vocational Rehabilitation Assistants	50	2	27
Field Management Staff	9	0	2
HR	1	0	0
Fiscal	4	0	0
IT	4	0	1
Planning and Evaluation	3	0	1
Administrative Assistants	3	0	1
Extended Employment Services	1	0	0
Administrator	1	0	0

(1) (C) Current positions needed to meet the needs of the Agency are: One Vocational Rehabilitation Counselor.

- The Agency has determined that a ratio of one (1) QRP for every 20,000 people in the state is an ideal staffing ratio. The population of Idaho is approximately 1.6 million people, thus a minimum of eighty (80) QRP over the next five (5) years would be required to meet this ratio. IDVR currently has a total of seventy-two (72) QRP, VRC and VRS, and anticipates needing five (5) additional positions. In addition, two (2) VRA positions would be necessary to support the QRP to meet the demand for IDVR services.

2. The following describes the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development:

(2) (A) The University of Idaho (U of I) is the only institution of higher education in Idaho that prepares VR counselors. The program is offered in two Idaho locations and will accommodate twenty-five (25) students. They are working to offer a category “R”

distance education program for individuals who have related Masters Degrees and need up to six additional courses to be eligible to sit for the CRC exam. This will assist IDVR in preparing VRS staff that have a related Masters to achieve their appropriate training and credentials as required by IDVR's CSPD standard.

(2) (B) From the current Master in Counseling program at the U of I one (1) student is expected to graduate in May 2013. Sixteen (16) current students are expected to graduate in May of 2014. Two (2) part-time students are expected to graduate in May of 2015. A new cohort will begin in the Summer of 2014.

(2) (C) It is expected that students who will be graduating in May of 2014 will sit for the CRC exam in the Spring of 2014.

Plan for Recruitment, Preparation and Retention of Qualified Personnel:

IDVR will continue to recruit qualified staff from the U of I and other regional and national institutions of higher education. We maintain periodic contact with Auburn University, Arkansas State University, Hofstra University, Illinois Institute of Technology, Montana State University, New Mexico Highlands University, Portland State University, San Diego State University, South Dakota State University, Springfield College, Texas Tech University, University of Arizona, University of Arkansas, University of Kentucky, University of Medicine and Dentistry of New Jersey, University of North Texas, University of Northern Colorado, University of Texas Pan Am, University of Wisconsin – STOUT, Utah State University, Virginia Commonwealth University and Western Washington University. Management staff also attends the Fall and Spring National Council on Rehabilitation Education (NCRE) conferences.

IDVR and the U of I developed an agreement in FFY 2011, to be renewed annually, that outlines the detail of a mutually beneficial partnership. IDVR contributes to the vocational counselor education program in order to ensure a long lasting quality educational program. The U of I will provide educational opportunities for existing staff and other rehabilitation related organizations and individuals to advance the profession of rehabilitation counseling. Educational opportunities could include not only formal university education but activities such as workshops, research projects, and specialty events, summer training conferences in conjunction with the Idaho Chapter of the National Rehabilitation Association, and internship positions within the University structure.

IDVR will provide feedback to the Clinical Rehabilitation Counselor, department chair, and dean at the U of I on existing and future staffing needs, including individuals with disabilities as well as those with minority backgrounds.

When possible, IDVR supports unpaid internships for Master level students in Rehabilitation or related fields. During FFY 2012 two interns were supported. One of the interns was then hired by IDVR into a counseling position. The Agency anticipates continuing this opportunity.

IDVR continues to face challenges in recruiting qualified applicants. The entry-level wage for a QRP is lower than comparable state and private positions. IDVR has begun to address and implement a more competitive wage for QRP's and classified personnel. IDVR will continue to

build a compensation package which will be competitive to other states and agencies contingent upon available funding.

All Regional Managers, Central Office Management and other leadership personnel complete recruitment activities. Development of recruitment and marketing plans continue to be a priority that will lead to an accurate assessment of the recruitment efforts of the Division. Furthermore, the Agency sends position announcements to the members of the State Rehabilitation Council (SRC) for them to disseminate to interested applicants.

Professional organizations such as the local chapter and the national chapter of the National Rehabilitation Association assist in promoting Agency recruiting efforts.

IDVR participates in Career Fairs around the state to encourage and seek out individuals from diverse backgrounds including individuals with disabilities and from minority backgrounds.

IDVR conducts exit interviews with staff, when possible, to determine whether there are areas of concern affecting staff retention that need to be addressed.

IDVR is committed to recruiting and hiring qualified personnel who are individuals with disabilities and/or from minority backgrounds. The Agency has a long history of recruiting, hiring and retaining such individuals.

For FFY 2012 the turnover rate for QRP's was 10%, with the overall turnover rate at 18%. The current overall turnover rate is at 21%. With the Change in Employee Compensation (CEC) that was implemented last year it is anticipated that the turnover rate will decrease. The Agency will conduct staff surveys every two years for all employees. Results will be compiled and reviewed to identify specific areas to enhance retention efforts.

Personnel Standards

The following describes the State Agency's policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are adequately trained and prepared:

1. IDVR's standards are consistent with Federal requirements that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.

- (1) The State of Idaho does not require a state licensure for rehabilitation counseling. Personnel educational standards established by IDVR for qualified rehabilitation professionals (QRP) are intended to satisfy Federal requirements, 34 CFR 361.18(c). IDVR has established three QRP levels: Vocational Rehabilitation Counselor I, II and III (VRC I, II and III). The educational standards that satisfy the Agency's CSPD policy for the VRC I & II counselor positions are as follows:

1. A current Certified Rehabilitation Counselor (CRC) designation obtained through the Commission on Rehabilitation Counselor Certification (CRCC) **OR**
2. Graduation from a program accredited by the CORE with a Master's Degree in Rehabilitation Counseling **OR**
3. A current Licensed Professional Counselor (LPC) or Licensed Clinical Professional Counselor (LCPC) designation issued by the State of Idaho Bureau of Occupational Licensing (IBOL); Rules of the Idaho Licensing Board of Professional Counselors and Marriage and Family Therapists, IDAPA 24.15.01.

CRC designation is required for the VRC III, Chief of Field Services and all Regional Managers. IDVR's minimum standards for all other agency positions are the State of Idaho's minimum standards for each position.

2. The following describes the steps the State Agency is currently taking and the steps the Agency plans to take to train or hire personnel within the designated state unit to meet standards that are based on the Federal requirements.

- (2) (A) IDVR places great importance on recruiting, hiring and retraining staff that are appropriately and adequately trained to provide services to our customers with disabilities. When IDVR is unable to hire new personnel who meet the established personnel standards, the following has been established as the minimum qualifications required:

Graduation with a Bachelor's or Master's degree in a related field of study, to include but not be limited to, Vocational Rehabilitation, Social Work, Psychology and Counseling (without the Theories and Techniques of Counseling course in the degree) will be considered under special circumstances. Special circumstances, include, but are not limited to the following: The exhaustion of recruitment efforts for qualified personnel, placement difficulty in rural areas of the state and the service needs of special populations.

Possess excellent verbal, written communication and interpersonal skills.

Have experience with interviewing, gathering, assembling, correlating and analyzing facts, devising solutions to problems, writing complex and concise reports, and evaluating policies and procedures.

Have experience with budgeting and monitoring expenditures.

There are currently sixty (60) QRP who meet IDVR's CSPD educational standards, nine (9) who do not meet the standards and three (3) vacant positions.

- (2) (B) IDVR continues to encourage further formal education. Ongoing in-service training through funds from the Basic and Quality In-service training grants is provided to all Agency staff.

- (2) (C) All newly hired VR Counselors (VRC) meet the highest standard at the time of hire. Newly hired VR Specialists (VRS) are expected to meet CSPD requirements within five (5) years of hire date. IDVR anticipates meeting CSPD in 2018.

The following are the requirements established by IDVR to meet CSPD for staff hired at VRS level and to maintain employment eligibility:

IDVR has established the Vocational Rehabilitation Specialist (VRS) position. The VRS is the exempt classification for staff hired who do not meet the minimum qualification standards for IDVR's QRP (VRC). When IDVR experiences a limited number of recruits for the QRP positions the agency will consider hiring individuals into the VRS classification.

1. The VRS will be required to meet CRCC CSPD standard as outlined in IDVR's State Plan and CFR 34 within five years of the staff's hire date.
2. VRS with assistance from RM and ODS will develop a CSPD Plan within three months of hire date. Each CSPD plan will require the following elements:
 - a.) Educational requirements necessary to complete CSPD (if applicable). Number of courses required and an outline of anticipated timeframe for completion of each course.
 - b.) As the coursework is completed grades must be submitted to the RM and Organizational Development Specialist within two months.
 - c.) Employment Internship requirement as outlined in Category "B" of the CRC Certification guide. CSPD will be evaluated for progress as part of the VRS overall performance requirements as outlined in the VRS job description.
3. Staff at VRS level will be required to update their CSPD plan annually and have it approved by the Regional Manager (RM), and Organizational Development Specialist (ODS) and send a copy to HR for their personnel file.
4. IDVR recognizes that medical conditions and certain medical issues can impact these goals. For further information regarding accommodation requests under the Americans with Disabilities Act Amendments Act (ADAAA), Family Medical Leave Act (FMLA), Worker's Compensation, other rules and regulations as applicable and/or possible medical waiver extensions contact your immediate supervisor and/or IDVR's HR department.

IDVR is not obligated and may/or may not aid or be financially responsible to the employee for any costs involved in acquiring the needed education/certifications.

IDVR will recognize current standards as outlined in the CRC Certification Guide when determining qualifying degrees, programs, coursework and acceptable employment experience. <http://www.crccertification.com/>.

Employees will be required to present IDVR with a notice of eligibility to take the CRCC exam in order to meet CSPD requirements. IDVR will reimburse the cost of the CRCC application and testing fee upon verification of achievement of CRC certification.

- (2) (D) Assessment of IDVR's progress in hiring and retraining personnel is monitored by the hiring manager on an ongoing basis through annual performance evaluations and employee development plans.
- (2) (E) Due to the limited pool of recruits for the QRP positions, IDVR will consider hiring individuals who do not possess the above academic standards. These individuals are hired into the Vocational Rehabilitation Specialist (VRS) title. The VRS is the exempt classification for staff hired who do not meet the minimum qualification standards for IDVR's QRP (VRC).

Staff Development

The following describes the State Agency's policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms of:

- 1. A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology; and**

IDVR tracks and monitors each employee's individual training and development. Special emphasis is placed on training required to maintain CRC or LPC certification. This includes training on disability topics, vocational counseling, assessment, job placement strategies and assistive technology.

- 2. Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessional's significant knowledge from research and other resources.**

An annual training needs assessment is conducted to determine personnel training needs. Individual employee skill sets, position descriptions and position duties are also assessed to identify areas that require further development. In addition, organizational needs are analyzed to identify areas in need of succession planning, to expand those employee skills essential in the effective servicing of special populations and to meet job demands. Information gathered from employee performance evaluations; supervisory feedback, employee exit interviews and administrative review results also assist the Agency with identifying areas of need.

The Division utilized in-service grant funds to provide facilitator training to IDVR staff statewide, so they could then provide direct training to customers utilizing a curriculum called *WorkStrides*. *WorkStrides* is a Career Development Program that was developed by Washington VR. The workshop is geared towards customers that are preparing for

plan development and it is proving to make a difference in time spent on plan development and successful completion of planned services to employment outcomes. To date, 134 IDVR customers have completed this workshop.

Statewide training is being provided during April and May of 2013 on the Agency's Critical Case Documentation and Quality Assurance processes. This will compliment the June statewide training on the Field Policy Manual which goes into effect July 1, 2013.

Motivational Interviewing (MI) training for new staff and a refresher session for staff who attended previous MI trainings will be offered in July 2013. Throughout the year, training requests are approved for individual and group training in areas of interest or need. A variety of platforms in used for dissemination, including face-to-face training, conferences, webinars and online. Topics for 2012 included but were not limited to: Ethics, Idaho Conference on Alcohol and Drug Dependency, Tools for Life, Medicaid for Workers with Disabilities, Assistive Technology and Social Media in the Job Search.

Succession planning and leadership development continue to be a focus of the Division. In our efforts to provide qualified personnel to move into promotional openings the agency annually supports two (2) staff in the Emerging Leaders series. The Division utilizes eight (8) rotating Assistant Regional Manager positions throughout the state to provide additional management experience to staff. IDVR is currently participating in a NIDRR supported research project on Assessing the Impact of Clinical Supervision Training Among State Vocational Rehabilitation Supervisors. As part of the project half of the Regional Managers participated in a two-day training and will be working on several assignments. IDVR counselors and managers will participate in two surveys that will measure the impact of the Clinical Supervision training. The State of Idaho, Department of Human Resources, is in the preliminary planning stage for a Supervisory Academy, with an initial focus on Performance management. As this academy develops, it is the intention of the Agency to offer this training to current managers and staff interested in the management track.

New VR staff participate in a new employee orientation which is provided by Central Office staff, the immediate supervisor and other designated employees. Critical Case Questioning and Caseload Management training is offered annually to new VR counselors, specialists and assistants. New VR assistants also participate in an online series designed for paraprofessional staff. The course covers the History of VR, Basic Ethical Considerations, Navigating Sticky Situations, Developing Collaborative Relationships and Cultural Diversity.

Personnel to Address Individual Communication Needs

IDVR employees that are fluent in Spanish are recruited to serve the needs of the Hispanic communities located throughout the state.

The Agency supports one caseload in the Treasure Valley that specifically addresses the needs of the deaf and hard of hearing customers. Sign language interpreting services are also purchased when necessary.

Since Idaho has a separate entity that addresses issues related to low vision and blindness, IDVR does not provide specific training to its staff in Braille.

Coordination of Personnel Development under the Individuals with Disabilities Education Act

The Field Services Chief is assigned as an active member of the Idaho Interagency Council on Secondary Transition and the Special Education Advisory Panel, which promotes interagency cooperative planning, information sharing, and the collaborative use of resources at the state and local level. This Council works to ensure that training needs are adequately identified and then addressed through shared training opportunities.

Attachment 4.11(a) Statewide Assessment

Results of Comprehensive Statewide Assessment of Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop or Improve Community Rehabilitation Programs:

In response to the requirements of Section 101.15 (a) of the Rehabilitation Act as amended, the Idaho Division of Vocational Rehabilitation (IDVR), in partnership with the State Rehabilitation Council (SRC), draws from many sources to assess thoroughly the needs of Idahoans with disabilities. The current Statewide Needs Assessment spans FFY 2011-2013. The Statewide Comprehensive Needs Assessment will continue to be conducted on a triennial basis and will include case reviews, consumer satisfaction surveys, focus groups of people with disabilities, town meetings conducted annually in major metropolitan areas of the state, as well as information gathered from community rehabilitation programs statewide. Additionally, counselors assigned to specialized populations (deaf and hard of hearing, transition, corrections, mental health, migrant and seasonal farm workers, American Indians, as well as Hispanics) elicit input not only from the customer population but from others who provide services to these populations including input from various state boards and groups focused on the needs of people with disabilities.

Other facets of the IDVR Needs Assessment include:

1. A Strategic Planning process involving a rolling three-year plan which is updated annually. The strategic plan has become an important tool in the decision making process that affects the day-to-day operations of IDVR. Input is solicited from IDVR staff, the CAP, the SRC, and the SILC. Primary focus areas include:
 - Service delivery with an emphasis on continued improvement in the quality of service delivery
 - Minority populations and other targeted populations
 - Deaf and hard of hearing

- Strengthened partnerships with shareholders
- Enhanced revenue opportunities for all VR programs
- Transitioning students

2. Comprehensive Statewide Needs Assessment Survey:

The survey was designed to evaluate the degree to which IDVR is addressing the rehabilitation needs of the demographic populations encompassed within this state.

Groups targeted for their input and statewide representation included:

- Client Assistance Program (CAP)
- A variety of specific disability advocacy organizations, e.g. Parents Unlimited, NAMI
- Statewide transition partners
- Consumers
- Colleges and Universities
- State Mental Health Council and mental health providers
- State Independent Living Council
- State Rehabilitation Council
- Developmental Disability Council
- Task Force on the ADA
- Adult Corrections
- Juvenile Corrections
- WIA partners
- Department of Labor
- Industrial Commission
- Local and statewide school personnel
- Local Chambers of Commerce
- Idaho Migrant Council
- Health related organizations
- Veterans Administration
- Commission for the Blind and Visually Impaired
- American Indian Tribal representatives and 121 projects
- Idaho Inclusiveness Coalition
- IDVR staff
- Community Rehabilitations Programs

A total of 381 responses were recorded. In addition, responses were recorded from the wide spectrum of sources that were tapped throughout the state including focus groups of people with disabilities, town meetings, responses procured from community rehabilitation programs, counselors assigned to specialized populations, as well as various state boards and groups focused on the needs of people with disabilities. Five major themes were identified that are capable of being addressed within the purview of IDVR.

Those themes were:

1. **Hispanic population:**

A significant number of responses focused upon the need to ingress this population more effectively. An analysis of this need indicated an expanding population which constitutes 10.2% of the statewide population. It was further noted that during FFY 2009 the Hispanic/Latino population constituted 8% of the entire clientele served by the Agency.

2. Outreach to other targeted minority populations:

Historically, the population of Idaho has not included a variety of minorities. During the most recent statewide needs assessment it was determined that various minorities have begun to migrate into the state and together constitute a statistically significant population that is currently underserved. Those populations include African Americans, Asian Americans, American Indians and Alaska natives. Additionally, due to the increase of the lifespan of Americans, older workers are choosing to extend their employment activity into the later years and, therefore, constitute another underserved minority population.

3. Transitioning Students:

It was determined that IDVR should more closely collaborate with statewide educational partners in order to identify and promote vocational goals that reflect labor market trends within the state and correlate with the interests and aptitudes of the student. Some responses received reflected issues beyond the scope of VR services alone, including the lack of effective family support, inefficient school sponsored work experiences, and a stronger network and coordination among agencies designed to provide the essential support required to ensure the acquisition of meaningful employment that will result in self-sufficiency.

4. Deaf and Hard of Hearing:

The statewide assessment identified a need to increase Agency capacity to provide substantial vocational services to this historically underserved population.

5. Supported Employment Services:

The following comments were recorded in regard to this topic: A stronger focus on community based, integrated employment rather than sheltered employment (work services), increased long-term funding for supported employment, and a reduction of the waiting list for funding of supported services. During FFY 2009 efforts were made to increase this budget but with no success. Due to the current state of the economy, it is not anticipated that any additional money will be allocated to this service over the next few years.

Individuals with the most significant disabilities, including Supported Employment:

IDVR is not operating under an order of selection and is able to serve all eligible Idahoans. At the end of FFY 2009, 97% of all cases open during the year were coded as either significantly disabled (SD) or most significantly disabled (MSD). No one was closed in extended employment in a non-integrated setting.

The Comprehensive Needs Assessment reinforced the need for additional state-only funds designated for long-term support. There is a strong consensus among stakeholders regarding the need to work closely with IDVR to craft a solution to the long-term support funding shortfall.

Additionally, a stronger focus on community based employment outcomes rather than sheltered workshop (extended employment) has been identified as a need for this population.

It should be noted that all customers served in supported employment meet the classification of MSD. IDVR monitors the proper coding of MSD through its on-going case review process.

Through representation on the SILC, IDVR provides significant input into the development of the State Plan for Independent Living (SPIL). The SILC conducted a series of focus groups across the state to gather input on the needs of customers with disabilities, particularly those with the most significant disabilities. IDVR incorporated the results of these focus groups into its Comprehensive Needs Assessment.

Service Needs of Individuals with Disabilities who are Minorities:

IDVR addresses services to minority customers through the hiring of a culturally diverse staff, by providing cultural diversity training to IDVR staff, by hiring bi-lingual vocational counselors to ingress the Hispanic population, and by collaborating with the three Section 121 Tribal Vocational Rehabilitation (TVR) grantees.

The most recent census data indicates that Idaho's two largest minority groups include: Hispanics at 10.2% of the state's population and American Indians are at 1.5% of the state's population. In FFY 2009, Hispanics comprised 8.2 % of IDVR customers served. American Indians comprised 3.4 % of IDVR customers served. Historically, particular areas of the state with higher Hispanic populations have been underserved because of the unique barriers related to the culture, which make it difficult to attract participation from that population.

It is important to note that efforts were undertaken to solicit responses from the Hispanic population in regard to the Comprehensive Needs Assessment. In reality, because of the cultural disconnect between this population and government programs; the rate of response was marginal. However, this disadvantage was partially mitigated by the bi-lingual counselors serving this population who were able to elicit some meaningful responses not only from customers but from collateral support sources.

Individuals with Disabilities who have been Unserved or Underserved:

Historically, transitional students in Idaho have experienced significant barriers when exiting the school system and entering the world of work. The following barriers have been identified:

- More vocational training at the high school level needed (lack of work skills)
- Knowledge of procedural details related to scholarships, applications (employment or school), resumes, etc.
- Difficulty accessing community resources
- Family support/attitudes
- Limited job opportunities in small communities
- Fear of losing SSA benefits
- Lack of work ethics and experience
- Substance abuse issues
- Transportation

- IDVR has identified the transitional population as a major focus area in its current State Plan. The barriers noted above will continue to be addressed by IDVR and partners as outlined in Goal #3 of the State Plan.

Individuals with Disabilities Served through Other Components of the Statewide Workforce Investment System:

IDVR is an active participant in the Statewide Workforce Investment System. Each region of the state has established a regular schedule of participation within each One Stop Center. In one particular region the VR counselor is permanently housed within the One Stop Center.

IDVR continues to provide training and information to One Stop Center partners on disability related issues, thus increasing the willingness and ability of all partners to serve customers with disabilities.

While no specific concerns or problems were identified regarding the relationship between IDVR and the One Stop centers, IDVR will continue to build upon the partnership developed to date.

Assessment of the Need to Establish, Develop, or Improve Community Rehabilitation Programs (CRP) within the State:

IDVR maintains a CRP specialist who serves as a liaison with CRPs and is vested with the responsibility for insuring that services are delivered consistent with IDVR standards.

There are thirty-eight Community Rehabilitation Programs in Idaho. Twelve of them belong to a traditional association called ACCSES IDAHO and the remainder are realigning with a new association called Vocational Services of Idaho (VSI).

The majority of the ACCSES-IDAHO is accredited by Commission on Accreditation of Rehabilitation Facilities (CARF). The remainder of the CRPs is accredited by Rehabilitation Services Accreditation System (RSAS).

IDVR monitors all CRPs to ensure that they are properly accredited before they are accepted as viable vendors. This monitoring is ongoing to ensure that the accreditation remains active. Additionally, IDVR is in the process of developing a monitoring protocol that will collect specific on-going program data.

Idaho is a predominantly rural state. In several of the rural areas there is very limited choice with regard to CRP vendors available. In the current economic downturn, most CRPs have also felt the impact of federal deficits and reduced state general funds. This economic situation has a direct impact on the types of service CRPs are capable of providing to customers with disabilities. The possibility of a CRP requiring assistance in improving or expanding services delivery will be monitored in order to ensure high quality service delivery and positive outcomes. IDVR continues to facilitate on-going discussions with interested stakeholders to address this particular need.

Attachment 4.11(b) Annual Estimates

Annual Estimate of Individuals to Be Served and Cost of Services:

The estimated number of all customers who are eligible for services under this State Plan: 13,500

IDVR is not in an order of selection.

Category	Estimated		
	Title I or Title VI Funds	Title Number to be Served	Average Cost of Services
Title I Part B	\$7,000,000	8876	\$788
Title VI Part B	\$220,000	300	\$733
Totals	\$7,220,000	9176	\$786

Attachment 4.11(c) (1) State's Goals and Priorities for FFY 2014

The goals and priorities for the Idaho Division of Vocational Rehabilitation (IDVR) are reviewed annually and revised as necessary based on input from a variety of sources including the State Rehabilitation Council (SRC), Agency staff, State Independent Living Council (SILC), Client Advocacy Program (CAP), Tribal VR representatives, the Statewide Comprehensive Needs Assessment, the Field Services Employee Council and the IDVR Management team. IDVR met with the SRC to solicit feedback and the Council co-sponsored three public forums. Approximately 31 individuals attended the public forums.

The goals and priorities are developed using information from the FFY 2010 Comprehensive Needs Assessment, findings and recommendations from monitoring activities conducted under Section 107, first hand observation and experiences of the rehabilitation managers and Field Services Employee Council, input from organizations mentioned in the previous paragraph, and the expectations defined by federal standards and indicators. These goals and priorities were jointly developed and agreed to by IDVR and the State Rehabilitation Council.

The goals and priorities identified for inclusion in this State Plan will be:

- Measurable
- Attainable
- Meaningful based upon the unique needs and circumstances of Idaho, keeping in mind the rural nature of this state and the limited resources available
- Consistent with IDVR mission and principles
- Disseminated to staff and evaluated annually
- Consistent with federal standards and indicators

The following identifies IDVR's three major goals:

Goal #1 – To provide excellent and quality customer service to individuals with disabilities while they prepare to obtain, maintain, or regain competitive employment and long term supported employment.

Goal #1 reflects IDVR's focus on providing quality services that are timely and meet the need of the customer by improving its service delivery. The priorities that follow respond to the needs assessment finding and stakeholder input related to the desire to improve job supports, job readiness and the increase of best practices capacity building. To achieve this goal, IDVR establishes the following priorities:

Priority #1 – Provide customers with effective job supports including adequate job preparedness and training to increase employment stability and retention.

Strategy – IDVR will offer WorkStrides, career preparation workshops statewide.

Benchmark – Increase the number of successful rehabilitations in FFY 2014 to exceed FFY 2013 performance.

Benchmark – Increase the number of first time active status in FFY 2014 to exceed FFY 2013 performance.

Priority #2 – Increase employment successes for transition age youth.

Strategy – Maintain quarterly meetings with all School-Work transition counselors to increase shared best practice capacity building.

Benchmark – The number of transition age youth exiting the IDVR program who achieved an employment outcome in FFY 2014 will exceed FFY 2013 performance.

Priority #3 – Enhance the work with Idaho school districts, Special Education Directors, and the State Board of Education to identify and assist transition age youth both internal and external to School-Work Transition projects as well as to increase communication between partners.

Strategy – IDVR field staff will implement biannual meetings with the special education directors in the areas they serve.

Benchmark – All IDVR regions will connect with their local school district Special Education Directors by the end of September 2014.

Priority #4 – Expand the number of Project Search programs statewide.

Strategy – Identify partner and obtain an agreement to implement Project Search.

Benchmark – Two additional Project Search by the end of September 2015.

Priority #5 – Increase the effectiveness of guidance and counseling in order to provide customer informed choice during the rehabilitation process.

Strategy – Provide training to IDVR staff on customer informed choice.

Benchmark – Increase by the end of FFY 2014 by five percentage points, customer satisfaction in the selection of vocational services as demonstrated by “agree” to “strongly agree” ratings on returned customer surveys as compared to the previous year’s outcome.

Priority #6 – Offer benefit planning to all customers receiving SSI and/or SSDI entering, during and exiting the IDVR process to include Partnership Plus and Medicaid for Workers with Disabilities.

Strategy – Provide training to staff on appropriate referral resources for benefits planning.

Benchmark – All staff will be trained on referral resources applicable to benefits planning by the completion of FFY 2014.

Goal #2 – To Provide Organizational Excellence within the Agency.

Goal #2 reflects IDVR’s commitment to establishing systems and methods to better develop, support and promote IDVR staff and improve overall retention as well as improve the efficiency and effectiveness of organizational systems used by staff. To achieve this goal, IDVR establishes the following priorities:

Priority #1 – Increase the focus of customer service within the IDVR delivery system.

Strategy – IDVR staff will provide all customers who have reached planned services, satisfaction surveys when exiting the IDVR program.

Benchmark – Increase customer satisfaction of staff in FFY 2014 by five percentage points as demonstrated by “agree” to “strongly agree” ratings on customer surveys compared to previous year’s outcomes.

Priority #2 – Enhance the quality of a statewide program and evaluation system.

Strategy – IDVR staff will review all casework utilizing an enhanced Quality Assurance Checklist.

Strategy – Implementation of a new Administrative Review process in the field.

Benchmark – Demonstrate compliance with state and federal regulation through both internal and external audits with zero findings.

Priority #3 – Utilize Information Technology to its maximum capacity for effective staff performance.

Strategy – Evaluate and identify ongoing, the agency’s IT needs.

Benchmark – Feedback from internal and external customers on their satisfaction.

Priority #4 – Utilize training to its maximum capacity for effective staff performance.

Strategy – Provide all IDVR staff training on policy and procedural changes throughout the agency.

Benchmark – Zero audit findings on State and Federal reviews.

Priority #5 – Maintain a comprehensive system of personnel development (CSPD) standard for IDVR counselors.

Strategy – Evaluate and track annually IDVR counselors' maintenance of CSPD or progress toward achieving CSPD.

Benchmark – Vocational Rehabilitation Counselors will maintain all CSPD standards for their position annually and all Vocational Specialist positions will be in compliance with the agency's standard to reach CSPD in FFY 2014.

Goal #3 – To have strong relationship with our stakeholder and partners engaged in the mission of Vocational Rehabilitation.

Goal #3 reflects IDVR's commitment to increasing its visibility in the community and strengthening its connection to other programs that serve customers with disabilities as well as employers. The following priorities are a response to the needs assessment finding and stakeholder input related to the need for enhancements in collaboration between IDVR and existing partner agencies as well as outreach to potential partner agencies. To achieve this goal, IDVR establishes the following priorities:

Priority #1 – For IDVR to be recognized as the expert in the workforce needs of the business community for individuals with disabilities.

Enhance a business network with employers to promote the hiring of customers with disabilities.

Strategy – To increase IDVR membership and participation in local Chamber of Commerce.

Benchmark – Increase the number of different businesses hiring IDVR customers in FFY 2014 from FFY 2013.

Priority #2 - Develop an outcome based payment system of services with Community Rehabilitation Programs (CRP).

Strategy – Review and evaluate other state's outcome based payment system of services with CRP's.

Benchmark – Development and implementation of an outcome based system by July 2015.

Priority #3 – Provide ongoing opportunities to stakeholders and partners for effective input and feedback in the IDVR process.

Strategy – IDVR will engage with stakeholder and partner through various trainings and meetings.

Benchmark – Town hall meetings throughout the state.

Attachment 4.11(c) (3) Order of Selection

IDVR is not currently in order of selection.

Attachment 4.11(c) (4) Goals and Plans for Distribution of Title VI, Part B Funds

IDVR received approximately \$297,000 in Title VI, Part B funds in FFY 2012. These funds were distributed in case service allotments to all IDVR regional offices to fund supported employment services under individualized plans for employment (IPE's). IDVR focuses Title VI, Part B funds on direct case service provisions including situational assessment, job placement, and job coaching, as well as supportive services. IDVR's Title VI, Part B funds do not cover all necessary expenditures associated with a supported employment strategy for IDVR customers and therefore the Agency has and will continue to supplement Title VI, Part B funds.

IDVR utilizes the State's Extended Employment Services program as well as the HCBS Medicaid Waiver for long term support.

IDVR's objective for FFY 2014 is to maintain the number of customers with a successful outcome to those achieved in FFY 2013. The objective to maintain the same outcomes in FFY 2014 as compared to FFY 2013 is reflective of the potential elimination of Title VI, Part B funds as well as the decreasing availability of long term funds in the State of Idaho.

Attachment 4.11(d) State Strategies to Achieve Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities

Innovation and Expansion:

In FFY 2012, IDVR implemented a demonstration project of the WorkStrides career preparation workshop. WorkStrides is a Career Development Program that was developed by Washington VR. This is a three day, six hour per day training that addresses a wide range of employability dimensions. Topics include: Exploration of interests, aptitudes, values, identifying barriers to employment, coping with change, self-esteem, decision making, and vocational goal setting. This workshop is designed to improve and expand the preparation of eligible customers preparing for plan development and employment. Throughout FFY 2013, IDVR expanded this project throughout all regions of the state. IDVR is committed to WorkStrides and will therefore expand the project during the FFY 2014 to include joint workshops with partners to include

Health and Welfare, Division of Behavioral Health, Adult Mental Health; and enhance the participation of transitioning youth.

In the past several years, IDVR has collaborated with the Coeur d'Alene school district, a CRP and a host business to promote the Project Search, a national/international training program. This training program has been an effort to prepare transition students identified as requiring long term supports for the world of work therefore assisting them move into community employment after high school graduation. The IDVR will begin to evaluate the potential of expansion of Project Search to other areas of the state, with the successful implementation of two additional projects by the end of FFY 2015.

IDVR will provide funding support for the State Rehabilitation Council expenditures including travel, lodging, advertising for town meetings, supplies, meeting room rentals, interpreters when necessary, facilitation services, and costs related to consumer satisfaction/outreach surveys. Funding support for the State Independent Living Council (SILC) is also allocated out of Innovation and Expansion funding. Supplemental funding support for the SILC will be utilized to assist in the cost of salary and benefits for a fiscal technician, the Executive Director, and an Administrative Assistant II positions.

State Strategies to Achieve Goals and Priorities:

The following strategies have been identified to support the needs identified in the FFY 2010 Comprehensive Statewide Needs Assessment as described in Attachment 4.11(a) and the Agency goals and priorities in Attachment 4.11(c)(1). These strategies will be implemented in order to achieve Agency goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the vocational rehabilitation and supported employment programs.

These strategies are subject to change due to the nature of the strategies and the continuous evolution of concerns related to disability issues in the state. The Agency continuously monitors these strategies based on current circumstances, striving to stay in tune with the needs of Idahoans with disabilities.

Attachment 4.11(d) (1) (A): Expansion and Improvement of Services to Individuals with Disabilities and Assistive Technology Services and Devices

Strategy 1: Expansion and Improvement of Services to Individuals with Disabilities.

- IDVR has refined a review instrument used for internal casework audits to identify current practices and trends that do not meet Agency or Federal standards as well as IDVR business rules.
- IDVR will implement a new Administrative review process on a regional level utilizing updated review tools consistent with the above.
- IDVR will implement an updated Field Services manual in order to ensure that it complies with state and federal requirements.
- IDVR will continue to collaborate with other state agencies and organizations to address disability related issues as they arise.

- IDVR staff will participate on regional or statewide transportation committees that are developed to expand or create options for public transportation and to represent the interests of Idahoans with disabilities.
- IDVR will actively support customers in their participation in Mental Health and Drug Court in communities where this program has been implemented.
- IDVR will continue to invite community rehabilitation partners to attend relevant trainings sponsored by IDVR, including the annual in-service training when appropriate.
- IDVR will continue to extend invitations to the Tribal VR representative to attend quarterly IDVR management meeting and staff trainings.
- IDVR will work closely with the Inter-Agency Secondary Transition Working Group and other interested organizations to share information and develop cooperative strategies that address the full spectrum of issues faced by transitioning youth.
- IDVR has initiated a cooperative agreement with the Idaho Education Services for the Deaf and Blind that utilizes the skills and expertise of IESDB staff in the recruitment and placement of eligible customers who are deaf and hard of hearing.
- IDVR transition counselors will work closely with school district special education directors and staff to provide VR orientation regarding the rationale behind the selection of the vocational goal for the IPE.
- IDVR will continue to collaborate with state Mental Health officials to develop collaborative means of bridging gaps in vocationally related mental health services caused by a decrease in overall funding of the mental health programs.
- IDVR, in conjunction with the SRC, will better educate legislators regarding the activities and accomplishments of the Agency.
- IDVR will increase efforts to educate the public, other state agencies, industries, and partners regarding the return on investment inherent in the VR program.
- IDVR will provide benefit planning information and referral material to customers initiating and completing the IDVR program, specifically WIPA and Partnership Plus.
- IDVR enhance relationships with the Department of Labor's Regional Business Specialists to address statewide employer needs.
- IDVR will continue to partner with the Idaho Division of Veteran Services and the U.S. Department of Veterans Affairs (VA) in order to better serve veterans with disabilities.
- IDVR will build a working relationship with apprenticeship and labor organizations to facilitate the employment of customers with disabilities.
- IDVR, in conjunction with the SRC, will work with other interested parties and organizations to educate employers and businesses regarding disability issues in order to create greater employment opportunities.
- IDVR will participate in the Consortium for Idahoans with Disabilities (CID), a cooperative group of community agencies, and organizations concerned with issues affecting people with disabilities.

Strategy 2: Assistive Technology Services and Devices

IDVR will continue to focus upon efficient usage of rehabilitation technology enhancements as they become available on the market. This equipment will be utilized to overcome barriers that would otherwise impede the achievement of a desired vocational outcome.

Through the Idaho Assistive Technology Project (IATP), IDVR will access resources to assess and obtain recommendations for customers who are requiring technology devices to achieve a successful employment outcome. IATP provides assistive technology training to IDVR staff to include a review of the most updated services and devices which may enhance a customer's functioning ability. In an effort to supplement face-to-face training, the project has developed an online learning community which houses materials for the IDVR staff to access. Through the IATP webpage, there are multiple resources to include a link to the Idaho Training Clearinghouse (<http://idahotc.com/assistive.technology/training.aspx>). This link allows IDVR staff to access online training in assistive technology. Furthermore, IATP will continue to be available to field questions and provide technical assistance over the phone or by email. IDVR staff will refer customers to the IATP website for additional resources when applicable. Lastly, IDVR will have representation on the IATP advisory board. This individual will disseminate information to each regional AT staff representative.

IDVR will access and utilize rehabilitation technologies to assist in serving the deaf and hard of hearing population. IDVR has a dedicated counselor to address the deaf and hard of hearing population located within the Boise metropolitan valley. Furthermore, there is a vocational counselor who is fluent in sign language within the Twin Falls region and in proximity to IESDB to serve those customers who are deaf and hard of hearing. Rehabilitation technologies are incorporated within the service delivery process to include video phones, Caption phones (CapTel), and/or cellular phones for texting. Video Remote Interpreting (VRI) will be provided to the customer through the implementation of webcams and microphones. These services will be implemented on an on-going basis and will continue to be upgraded as technologies progress.

Attachment 4.11(d) (1) (B) Outreach To Serve The Most Significantly Disabled Who Are Minorities or Unserved or Underserved

Strategy 1: Deaf and Hard of Hearing

The triennial needs assessment conducted in 2010 specifically identified as underserved, customers who are deaf or hard of hearing. IDVR developed a cooperative agreement to fund two full time positions to be housed within the Idaho Educational Services for the Deaf and Blind whose responsibility is to locate and refer deaf or hard of hearing transitioning students to IDVR for services. These resources will be used to increase the percent of customers participating in community based, integrated, employment.

The Council for the Deaf and Hard of Hearing (CDHH), is an independent agency that is housed under the IDVR. It is considered a program as defined by the State of Idaho under the Idaho Division of Vocational Rehabilitation and subject to the same Federal rules and regulations. The Council's mission is to make Idaho a place where persons, of all ages, who are deaf and hard of hearing have an equal opportunity to participate fully as active, productive and independent citizens. CDHH strives to ensure that individuals who are deaf, hard of hearing, or hearing impaired have a centralized location to obtain resources and information about services available to them. Goals set out by the Council include: To provide the deaf and hard of hearing with increased access to employment opportunities; Increase awareness for the needs for the deaf and hard of hearing through educational programs; Encourage consultation and cooperation among departments, agencies and institutions serving the deaf; Provide a network through which all

state and federal programs dealing with the deaf and hard of hearing customers can be channeled; and monitor consumer protection issues that involve the deaf and hard of hearing population. The IDVR utilizes the resources available through the CDHH to best serve those who are deaf, hard of hearing, or hearing impaired.

Strategy 2: Hispanic/Latino

The primary minority and underserved population in Idaho is the Hispanic population, many of whom enter the state on a seasonal basis to work in agriculture. IDVR will continue to outreach and serve the Hispanic and well as the migrant and seasonal worker population. This particular demographic population experiences a large number of customers with the most significant disabilities based upon the labor intensive nature of the work and other occupational hazards related to seasonal and migratory farm work as well as cultural and education barriers. IDVR will work collaboratively with the Department of Labor, the Idaho Migrant Council, the Idaho Commission of Hispanic Affairs, and the Community Council of Idaho (CCI) to identify methods to better communicate the mission, goals, purpose, and programs of IDVR, and to identify processes to better facilitate referrals into IDVR programs as well as implementation and completion of programs for employment outcomes. All of these areas of need will be taken into consideration in the development of comprehensive rehabilitation plans.

Strategy 3: Black, Asian, American Indian and Alaska Native

Although Idaho historically has experienced a very low percentage of minorities within the state, the latest figures from the Idaho Department of Labor indicate that certain minority groups are expanding. The latest figures from the Idaho Department of Labor as well as the 2010 tri-annual needs assessment indicate that certain minority groups are increasing in various regions of the state. IDVR has committed to increasing the service and outreach to minority individuals to increase service capacity to the Black, Asian, and American Indian and Alaska Native populations. The Agency will work with various community organizations to help locate these individuals and coordinate efforts in order to effectively accommodate any cultural or disability issues that might create a barrier to successful employment.

Strategy 4: Collaboration with Section 121 Projects

In Idaho, there are currently four Section 121 Vocational Rehabilitation projects serving the American Indians. IDVR will work collaboratively with the Native American Tribes to identify methods to better communicate the mission, goals, purpose and programs of IDVR, and to identify processes to better facilitate referrals into IDVR programs as well as implementation and completion of programs for employment outcomes. Currently, the IDVR Planning and Evaluation Manager represents the IDVR on the VR Tribal Council for the Shoshone-Paiute tribes.

Attachment 4.11(d) (1) (C) Development and Improvement of the State Community Rehabilitation Programs (CRP's)

Strategy 1:

In Idaho, the CRP programs function as independent vendors structured on a fee for service basis. In order to assure the highest quality service outcome to Agency customers, each vendor must be certified by one of two National Certification entities. The first is the Commission on

Accreditation of Rehabilitation Facilities (CARF). The second is the Rehabilitation Services Accreditation System (RSAS). Furthermore, effective July 2012, IDVR implemented an onsite CRP monitoring system to better assess the quality of services provided by all CRP's in Idaho. Lastly, the IDVR has completed their training and evaluation of the Vendor Contribution Assessment (VCA), a data system that has the capacity to compare the performance of vendors. VCA reports and data will be ready for implementation and utilization beginning October 2013. Information will provide enhanced customer informed choice when comparing the effectiveness of vendors.

Strategy 2:

IDVR will engage with its CRP partners to expand and improve the quality of services for Agency customers through continuing in the participation of IDVR/CRP meetings. Additionally, regional IDVR management will meet quarterly with their local CRP's. Lastly, IDVR participation in quarterly association meetings, VSI and ACCSES, will further enhance collaboration and improve understanding of the IDVR system.

Strategy 3:

IDVR will evaluate and work toward the development of an outcome based payment system of services delivery with Community Rehabilitation Programs. Through the development and implementation of a milestone payment program for CRP's, it is anticipated that consumers will have greater employment success.

Attachment 4.11(d) (1) (D) Strategies to Improve Performance on the Standards and Indicators

In FFY 2012, IDVR did not meet all standards and performance indicators. The Agency continues to closely monitor monthly performance levels to ensure that the outcomes for FFY 2013 will reflect compliance with all indicators.

IDVR regularly educates management and staff regarding their responsibilities towards meeting these goals. Progress is monitored regularly by the Field Services Chief. Furthermore, the following strategies will be utilized to improve the performance on the Standards and Indicators:

- Emphasize jobs with higher wages.
- Emphasize greater upfront counseling and guidance.
- Emphasize functional evaluations.
- Provide one to one mentoring and team mentoring to new VR staff to increase effectiveness.

Attachment 4.11(d) (1) (E) Strategies for Assisting Other Components of the Statewide Workforce Investment System in Assisting Individuals with Disabilities

Strategy 1:

IDVR continues to be actively involved as a Workforce Development partner in Idaho. A representative from IDVR regularly attends meetings with other Workforce Development

partners to help set the agenda for the Workforce Development Council meetings to ensure relevant topics are included for discussion or vote, to share important information regarding Agency/community resources for mutual customers, and provide information to the Board on selected issues. The partners promote system integration to the maximum extent feasible through the cross training of staff and participation in a continuous improvement process designed to increase outcomes and customer satisfaction. IDVR will strive to maintain this high level of cooperation and participation.

Strategy 2:

IDVR staff continues to have a close working relationship in each of the American Job Centers across the state. Throughout the state, IDVR staff has a regular schedule of attendance at the centers or are accessible to center staff via the telephone or email. The partners share resources where possible in accordance with each Agency's guidelines when working with common customers. IDVR will continue to maintain a close working relationship with the American Job Centers and partner agencies. Furthermore, IDVR staff will work closely with the Department of Labor's Regional Business Specialist throughout the state to enhance the IDVR's recognition in the statewide workforce as a resource to employers statewide.

The IDVR Organizational Development Specialist is a member of the Ada County Employer Association (ACEA) advisory board. As a member of the board, she collaborates with the Idaho Department of Labor and area employers to determine subject matter for the year round ACEA training sessions, with a focus on HR topics.

Strategy 3:

IDVR partners with the Department of Labor WIA Youth case managers to provide employment experiences in the community. Through this strategy, mutual customers can provide experience that may lead to permanent employment.

Strategy 4:

In various locations throughout the state, the IDVR partners during the month of October with IDOL, Idaho Council on Developmental Disabilities, the Idaho School for the Deaf and Blind, the Idaho Commission for the Blind and Visually Impaired, SILC and local school districts to increase employer awareness regarding the hiring of individuals with disabilities. A Disability Mentoring Day has been set aside in some areas throughout the state to place transitioning students with disabilities with an employer so they may job shadow in a career of interest. Through this collaborative project, there is an enhancement of employer awareness and an increase in the students understanding of the workplace.

Attachment 4.11(d) (2) (A), (B) and (C) Extent to which these Strategies will be used to address the Goals identified in the Needs Assessment, Support the Innovation and Expansion Activities and overcome Identified Barriers

Assistive technology services and devices:

This particular strategy will be utilized to support all three goals identified in attachment 4.11(c) (1). In order to overcome identified barriers relating to equitable access to and participation of

customers with disabilities, IDVR has established a collaborative relationship with the Idaho Assistive Technology Project, which assures that the latest rehabilitation technology, is available to customers throughout the state. In addition, by supporting the Reutilization Demonstration Grant, customers with the most significant disabilities will have better access to durable medical equipment that will enable them to actively participate in independent living, supported employment and other vocational activities.

Expansion and improvement of services to individuals with disabilities:

IDVR will employ every resource outlined in attachment 4.11(d) (1) (A) strategy #1 to ensure that the areas of focus outlined are achieved in order to successfully complete the three goals identified in attachment 4.11(c) (1).

Outreach to minority and other underserved/unserved populations:

The 2010 IDVR Comprehensive Needs Assessment reinforced the need for greater focus upon the service needs of these populations. By collaborating with community partners, IDVR will develop enhanced service delivery strategies that will more effectively reach the targeted, underserved, minority populations as identified in the goals established in 4.11(c) (1).

Additionally, transitioning youth are a primary concern both on a state and national level. A great number of students leave high school unprepared for college or the modern workplace. Minority and low income students are particularly at risk. This includes customers with disabilities. By partnering with other agencies through the Inter-Agency Secondary Transition Working Group and other interested organizations, the resources and expertise provided to this population are greatly increased. This will address the dropout rate and enable students to become better prepared for employment.

Community Rehabilitation Programs (CRP):

The three strategies outlined in 4.11(d) (1) (C) will ensure that the quality of the services provided by our CRP vendors across the state remains at a level required to deliver efficient and effective outcomes.

Improvement of the Federal evaluation standards and performance indicators: Through the achievement of the annual projected rehabilitation performance outcome, the Agency will ensure that the statistical numbers associated with each State Plan objective related to the three stated goals are met.

Strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities:

Adequate funding to meet the demand for vocational services is always an issue with the Agency and will continue to be of concern as costs for services increase. The use of comparable benefits will help to supplant Agency funds that can then be used elsewhere. The 2010 Statewide Needs Assessment indicated an overall theme regarding the need for additional funds for support services for customers. The collaboration with other agencies and continued focus on WIA partners will assist in the on-going search and acquisition of comparable benefits.

Attachment 4.11(e) (2) Evaluation and Reports of Progress for FFY 2012

1. The following identifies all VR program goals consistent with the goals described in the FFY 2012 Attachment 4.11(c) (1), including an evaluation of the extent to which the VR program goals were achieved.

Actions Taken in Support of IDVR FFY 2012 Goals and Priorities

Goal #1 Hispanic Minority Population: Comprehensive vocational rehabilitation services are readily available to the Hispanic minority population.

Objective for Goal #1:

1.1 Hispanic population: From 2000 to 2008 this population increased 51% across the state according to the Idaho Department of Labor Statistics. Persons of Hispanic or Latino origin represented 10.2% of the entire population of the state. In FFY 2009, IDVR served 1122 Hispanic or Latino people. This constituted 8% of the total population served by the Agency. The objective will be to increase the percentage of Hispanic/Latinos served by 1% annually over the next three federal fiscal years (FFY 2011- 13). Baseline established by the FFY 2011 IDVR statistics.

Strategy:

- The Agency will implement an effective advertising campaign in the regions that experience a high density of this population in order to increase community awareness.
- The Agency will target the Community Council of Idaho and various members of the SRC to assist in establishing effective methods of communication and outreach to this population.
- Identify community resources available to serve as referral sources.
- The Agency will continue to apply for available migrant and seasonal farm worker grants that will provide resources for outreach and service to this population.
- Due to the high number of Hispanics in Southwestern Idaho, a job club strategy was implemented in FFY2010 under a one year contract. This approach to job search and development maximized successful outcomes. If funding becomes available, this strategy will again be considered. Additionally, opportunities for partnerships to deliver this serve will be explored.
- Utilize the expertise within the State Rehabilitation Council to enhance strategies and services to this population.

Outcomes: In FFY 2012, 1123 Hispanic/Latinos were served by IDVR. IDVR decreased the percentage served by 9.8% from FFY2011 to FFY 2012. This goal was not met. IDVR will continue to provide outreach to enhance the number of Hispanic/Latino served in a fiscal year. (It should be noted that data reported in the FFY2013 State Plan was incorrect for the stated fiscal year comparison. In FFY 2011, 1240 were reported served compared to 1232 in FFY2010. The correct data outcomes were 1245 in FFY 2011 and 1242 in FFY 2010).

Various strategies have been employed to increase the number of Hispanic/Latinos served by IDVR. Strategies included staff participation in outreach activities to increase public and customer awareness of IDVR services. Community outreach activities have included, but are not limited to: The Idaho Migrant Council, Catholic Charities, Living Independent Network Corporation (LINC), CCOA Medicare, the Hispanic Chamber of Commerce, the Community Council of Idaho as well as agencies working through Catholic Charities.

In the Boise metropolitan area, vocational counselors have been actively involved in the follow: Attendance at the Amig@s Networking Luncheons in Canyon County; serving on the DMC (Disproportionate Minority Contact) steering committee in Canyon County; serving as a core team member of the Canyon County Juvenile Drug Court; participation at the youth at OG-BADS Academy in Nampa (GED / employment program for gang affiliated youth); accessing the Family Services Counseling in Caldwell for referrals, a community serving a high percentage of the Hispanic/Latino population; and providing outreach to ESL programs in Meridian and Middleton.

The Clinical Administrator of the Community Council of Idaho (CCI) was appointed to the SRC in 2010. CCI is a rural-centered, multi-service agency structured to coordinate comprehensive client programs. CCI's mission is to improve the cultural, social, and economic status of the people they serve through Work Force Preparation, Education, Social Services, Health Services, Housing Opportunities, Economic and Community Development, Cultural Awareness and Civil Rights Advocacy. CCI serves low income persons, the Latino community and farm workers throughout southern Idaho. CCI served 16, 172 individuals in 2012. Through representation by an SRC member information is provided to IDVR staff in southern Idaho to better serve those individuals who are Hispanic/Latino.

During FFY2012, no application was made for grants which would expand outreach and service to the migrant and seasonal farm workers. There was no job club strategy targeting the Hispanic/Latino population.

IDVR continue to utilize all SRC members to enhance strategies that will enhance the services to the Hispanic/Latino populations in Idaho.

GOAL#2 Outreach to Targeted Populations: Comprehensive vocational rehabilitation services are readily available to non-Hispanic minority groups and the aging population.

Objectives for Goal #2:

2.1 Non-Hispanic minority groups continue to expand within the state as illustrated by the 2010 tri-annual needs assessment and general population estimates. The minority groups representing the greatest percentage of growth in residents within the state of Idaho between the time period of 2000 to 2008 include:

Black/African American - 115%

Asian - 37%

American Indian and Alaska native - 21%.

In order to meet the needs of these growing minority populations, IDVR will increase the number served by 1% per year over the next three year time frame (2011-2013). Baseline established by the FFY 2010 IDVR statistics.

Strategy:

- The Agency will work with various community organizations to help locate these individuals.
- Coordinate efforts in order to effectively accommodate any cultural or disability issues that could constitute a barrier to the application process.
- Due to the high number of minorities in Southwestern Idaho, a job club strategy was implemented in FFY2010 under a one year contract. This approach to job search and development maximized successful outcomes. If funding becomes available, this strategy will again be considered. Additionally, opportunities for partnerships to deliver this service will be explored.

Outcomes: In FFY 2012, 828 non-Hispanic minorities were served by IDVR. The number served decreased by 4.9% from FFY 2011 to FFY 2012. This goal was not met for FFY2012. IDVR will continue to provide outreach to enhance the number of non-Hispanic minorities served in a fiscal year. (It should be noted that data reported in the FFY2013 State Plan was incorrect for the stated fiscal year comparison. 858 served were reported for FFY 2011 compared to 797 in FFY2010. The correct data outcomes were 870 in FFY 2011 and 809 in FFY 2010).

Various strategies were employed to meet the goal of serving non-Hispanic minorities' participating in the IDVR program. IDVR worked with the Department of Labor, Department of Corrections, and refugee organizations to disseminate information. Regions in which a 121 tribal agreement is established worked with the tribal VR programs when there was a mutual customer identified. A designated counselor worked with the tribal VR counselors to assure communication and partnering was established. Although there was no specific job club designed for the non-minority populations, a job club was facilitated throughout southwest Idaho during fiscal year 2012 that included customers from non-Hispanic minorities.

2.2 Aging population: Due to the statistical increase in the life span of Americans, older workers (age 45 and over) are choosing to extend their employment activity into the later years. With the onset of a severe and prolonged economic recession, it is increasingly more difficult for older workers with disabilities to compete in the work force. Although IDVR has historically served this population, the needs are greater at this time. It is necessary for the Agency to commit more resources and effort to the assistance of this segment of the population. Over the next three year period, IDVR will target an increase of 1% annually in the total numbers served. Baseline established by the FFY 2010 IDVR statistics.

Strategy:

- Collaboration with the Office on Aging to identify and recruit potential applicants who could benefit from vocational rehabilitation services.
- Due to the concentration of this targeted population in Southwestern Idaho, a job club strategy was implemented in FFY2010 under a one year contract. This approach to job search and development maximized successful outcomes. If funding becomes available, this strategy will again be considered. Additionally, opportunities for partnerships to deliver this service will be explored.
- Enhance collaboration with Experience Works to expand training opportunities and employment experience within the Agency for older workers.

Outcomes: In FFY 2012, 3852 older workers (age 45 and older) were served by IDVR. The percentage decreased served by 5.3% from FFY 2011 to FFY 2012. This goal was not met. IDVR will continue to provide outreach to enhance the number of Older Workers served in a fiscal year. (It should be noted that data reported in the FFY2013 State Plan was incorrect for the stated fiscal year comparison. It was reported for FFY 2011 3590 served compared to 3460 in FFY2010. The correct data outcomes were FFY 2011 4062 compared to 3933 in FFY 2010).

Various strategies were employed to increase the number of older workers served in the IDVR program. IDVR worked with the Department of Labor, Department of Corrections, and through the Office on Aging to disseminate information. Throughout the state, IDVR management partners with the local area Offices on Aging to share mutual information and referrals regarding each program. The Experience Works training program for older workers has collaborated with the IDVR to provide referrals. Furthermore, IDVR has served as an Experience Works training site, which has increased the employment opportunities for older workers. It was noted that in FFY 2012, there were fewer Experience Works sites available due to Experience Works budgetary restraints. Although there was no specific job club designed for the aging population, a job club was facilitated throughout southwest Idaho during fiscal year 2011 that included customers considered older workers.

Goal # 3 Transitioning Students: Based on a better understanding of post-secondary training/employment options, transitioning students achieve a positive employment outcome.

Objectives for Goal #3:

3.1 IDVR and statewide educational partners will identify and promote vocational goals that reflect labor market trends within the state and correlate with the interests and aptitudes of the student. This will be documented through a description within the case file outlining the variety of training and vocational options identified and measured by an increase in the number of employment outcomes by a minimum of 2% per year. Baseline to be established in 2010.

Strategy:

- VR counselors will confer with school personnel, the student and, when appropriate, a parent or guardian to identify an appropriate vocational goal.

- The counselor will verify by an entry in the case file that the full spectrum of vocational possibilities has been presented to the client during the vocational guidance and counseling process.
- The Regional Manager of Region III and Special Education staff will work together to plan and coordinate workshops for educators and vocational counselors. The curriculum will include topics designed to enhance the knowledge and understanding of issues relevant to transitioning students.
- The Agency will explore the feasibility of a job club for transitioning students and implement if determined feasible and if funding becomes available. Additionally, opportunities for partnerships to deliver this service will be explored.
- The Agency, in conjunction with TESH and Project Search High School Transition Program, will investigate the feasibility of the continuation and/or expansion of this program to various areas of the state.

Outcomes: In FFY 2012, 579 successful rehabilitations were achieved by transitioning youth participating in IDVR. The percentage decreased by 9.38% from FFY 2011 to FFY 2012. This goal was not met. IDVR will continue to provide outreach to enhance the number of transition students successfully rehabilitated in a fiscal year. (It should be noted that data reported in the FFY2013 State Plan was incorrect for the stated fiscal year comparison. It was reported for FFY 2011 635 successful rehabilitations compared to 640 in FFY2010. The correct data outcomes were FFY 2011 639 compared to 640 in FFY 2010). Due to the economic downturn, there was a continued pressure on entry level positions as well as an increase in post secondary training attributing to the decline in successful outcomes.

Statewide, IDVR partners with schools through School-Work transition projects as well as with schools not involved in formal agreements. Furthermore, in various parts of the state Community Transition Teams provide valuable resources and support for students and parents or guardians. IDVR participates on these teams. Lastly, VRC's throughout the state provide information as well as participate in presentations to educate school personnel, the student and, when appropriate, a parent or guardian in the full spectrum of IDVR.

Specifically in Region 3, Treasure Valley Special Programs region, there were a number of collaborative partnerships to enhance the success of transitioning youth. The following summarizes those activities that took place in FFY2012: Regional Manager participation in U of I ThinkCollege workgroup meetings regarding involving more transition youth in higher education opportunities; Regional Manager attendance at the 2012 National Transition Conference in Washington DC to better understand the needs of youth in transition; Vocational counselor involvement in the organization and execution of the Young Adult Transition Fair – April 2012; Regional Manager contact with Idaho Parents Unlimited (IPUL), to enhance a better understanding of each others' roles and encourage increased communication; Participation in the Tools for Life Employment Track Workgroup for Tools for Life Conference; Regional staff participation in the Tools for Life Conference, to include manning a IDVR booth; Coordination of a new trial training with "Teen Habits" to help students take action to improve results in their future; Collaboration with the local Job Corps; RM and VRCs attended agency SWT videoconferences to identify better means of obtaining referrals and issues related specifically to students in transition; Regional Manager representation on the IATP Customer

Board to better understand and have input into transition and others' assistive technology needs; Attendance at the Idaho Interagency Council on Secondary Transition meetings; Evaluation and referral of transitioning youth to the Workstrides Career Preparation program; Outreach to Ravens Scholar Program with University of Idaho and Dehrl Denis Technical Center; Ongoing collaboration with the TRIO program; and Attendance at the Meridian School District #2 2012 Technology Expo: Workforce Development Council at Meridian School District.

In the Magic Valley Region there is the Magic Valley Transition Team (MVTT) a group of professionals and paraprofessionals who meet monthly, or as frequently as needed, to address transition services for students with disabilities in the Magic Valley and Mini-Cassia areas who are transitioning from high school into work or college. The MVTT coordinated two major events in FFY2012, a Disability Mentoring Day and a college day tour at the College of Southern Idaho.

In eastern Idaho, the staff were involved in the Idaho Falls Community Transition Team (IFCTT) The IFCTT organizes and funds Disability Mentoring Day in Idaho Falls and surrounding areas. There were eleven new mentoring sites this year. These included: Advanced Home Health and Hospice, Atlas Tattoo, Bill's Bike Shop, Bridgewater Elementary, Candlewood Suites, The Haven Shelter, Love at First Bite, Dr. Gene Lund (school psychologist), Dr. Brett Mooso (orthodontist), Screen Graphics, and Sky Reep (self-published author).

Staff worked closely with all the 18-21 program as well as alternative schools statewide. In the Coeur d' Alene region, Project Search, a collaborative project with a host business, the Coeur d' Alene School District, a CRP and the IDVR allowed transition youth with developmental disabilities participate in intern experience. Through this project, those students participating had an increase in marketable job skills when searching for permanent employment.

3.2 Through closer collaboration with Idaho school districts, students with disabilities participating in charter school programs, as well as those participating in on-line schooling and virtual/internet high schools will be more effectively identified and served. In addition, IDVR will target the 504 transitional population, both inside and outside the consortium projects. A baseline will be established in FFY 2011 and the number served will be increased by 1% each subsequent year.

Strategy:

- VR counselors will work closely with their special education partners to identify eligible students enrolled in participating charter schools and on-line virtual/internet high schools who otherwise may not have knowledge and awareness of VR transition services.

Outcomes: A percentage baseline is not available due to current data availability in IDVR's case management system.

Statewide, IDVR partners with schools through School-Work transition projects as well as with schools not involved in formal agreements. VRC's throughout the state provide information as well as participate in presentations to educate school personnel, the student and, when

appropriate, a parent or guardian in the full spectrum of IDVR. Outreach efforts have been made throughout the state to educate school personnel to identify 504 students appropriate for IDVR services. VRC's have made efforts to increase their communication and access to school counselors, Targeted Service Coordinators as well as special educators to enhance their knowledge and awareness of IDVR transition services specifically for 504 students. In addition, staff participates in presentations to charter and other alternative schools to provide knowledge and awareness of VR transition services. A number of charter and alternative schools participate within some of the School-Work transition projects throughout the state.

Goal #4 Deaf and Hard of Hearing: A broad spectrum of meaningful vocational services is available to this historically underserved population.

Objectives for Goal #4:

4.1 During FFY 2010, a greater emphasis was focused upon on this population by the creation of a full time specialized counselor position serving four regions in the Treasure Valley. It is anticipated the counselor will have a full time caseload by the end of FFY2011. The impact of this additional position will be measured by an increase of 1% per year in the number of deaf or hard of hearing individuals served statewide over the next two year time frame. Baseline established by IDVR 2009 data.

Strategy:

- The VR counselor located in the Treasure Valley is responsible for serving this population exclusively.
- This counselor will network with community organizations including schools in which the deaf population is served.
- This counselor will cultivate referral sources across the state and will collaborate with other counselors who provide services to this particular population.
- This counselor will serve as a resource for designated VR counselors in other regions.

Outcomes: In FFY 2012, 710 individuals who had a primary disability of deaf and hard of hearing were served by IDVR. The percentage served increased by 2.8% from FFY 2011 to FFY 2012. (It should be noted that data reported in the FFY2013 State Plan was incorrect for the stated fiscal year comparison. It was reported for FFY 2011 809 individuals served with a primary disability of deaf and hard of hearing. The correct data outcomes for FFY 2011 690 compared to 643 in FFY 2010).

Since FFY 2010, a full time specialized counselor position serving the regions in the Treasure Valley was established. Outreach for the purposes of increasing customer participation of the deaf and hard of hearing in the VR program occurred during this time. A referral stream, partnerships with agencies, both specializing in D&HH services and general employment assistance services, as well as access, knowledge and awareness of VR services for the Deaf and Hard of Hearing was provided by the VRC in the Treasure Valley.

This specialized counselor established relationships with State Coordinator for the Deaf (SCD) nationwide via conferences and a List Serve. Through joint partnerships, sharing of ideas, brainstorming problems/challenges, as well as the sharing of new information/technology for the deaf and hard of hearing population was addressed.

In the Twin Falls region during FFY2012, a vocational rehabilitation counselor hired who holds a masters degree in vocational rehabilitation with an endorsement for deaf services. This vocational counselor is an experienced interpreter who is NIC certified. They work closely with the staff of IESDB under the cooperative agreement with VR for transition services.

Collaborative partnerships with the Idaho School for the Deaf and Blind (ISDB), the Idaho Educational Services for the Deaf and Blind (IESDB), Council for the Deaf and Hard of Hearing, Deaf Center of Idaho enhanced the knowledge and awareness of IDVR services. Participation in deaf community activities such as Deaf Coffee Chat and Deaf Professionals social gatherings further educated the deaf and hard of hearing population to the benefits of IDVR. In the Boise area, presentations were made during FFY2012 at the World of Hearing as well as the All American Hearing (Audibel). Lastly, the strengthening of existing vendor relationships for services for the Deaf and Hard of Hearing to include, Project Endeavor, Strada Services, Beyond Hearing Aids, Caption First, National Clearing House, Harris Communications, and Purple allowed for greater awareness of services and consequently attributed to the increase of those served.

4.2 During FFY 2009, a cooperative agreement was established between IDVR and the Idaho Educational Services for the Deaf and Blind (IESDB). IDVR agreed to fund two full time IESDB employees whose responsibility is to locate and refer deaf or hard of hearing transitioning students to IDVR for services. IESDB specialists will work in conjunction with IDVR to support the development of appropriate IPE strategies. The success of this collaborative effort will be measured by a 4% increase in the number of referrals from IESDB to IDVR during the next three year time frame. (FFY2011-2013) Additionally, the number of rehabilitations for this population will increase 6% between FFY2011 and the completion of FFY 2013. Baseline established by IDVR FFY 2011 data.

Strategy:

- These two specialists will refer deaf/hard of hearing students to VR counselors statewide for application and eligibility determination.
- The IESDB specialists will utilize contract funding to provide additional support services to eligible students in support of the individual's plan for employment.
- The IESDB specialists will utilize their networking skills and experience to improve access to comparable community benefits.
- The IESDB specialists will also actively participate in the placement and follow along process.

Outcomes: Currently, there is no data available for FFY 2011 on the success of the collaborative effort of referrals from IESDB to IDVR.

In FFY 2012, 194 successful rehabilitations were achieved by individuals who were deaf and hard of hearing participating in IDVR. The percentage decreased by 12% from FFY 2011 (222) to FFY 2012.

The IDVR will continue to outreach and work with all individuals who are deaf and hard of hearing to enhance successful rehabilitations.

4.3 During FFY2011, the Idaho State Department of Financial Management and IDVR completed the reorganization and integration of the Council for the Deaf and the Hard of Hearing into IDVR. The purpose of this integration is to enhance the statewide effectiveness of vocational services to this population. The Council has historically functioned as the primary advocacy group for the interests of the deaf and hard of hearing population. In its role as a service unit within the Agency, the primary duty of CDHH is to collaborate with field staff to increase access to employment, education and social-interaction opportunities for eligible deaf and hard of hearing individuals. Additionally, CDHH will provide the following:

1. A network through which all state and federal programs dealing with the deaf and hard of hearing can be channeled,
2. Encourage consultation and cooperation among departments, agencies and institutions serving the deaf and hard of hearing,
3. Determine the need for further services and make appropriate recommendations to Agency staff as well as government officials to ensure that the needs of deaf and hard of hearing are best served,
4. To monitor consumer protection issues that involve the deaf and hard of hearing within the state,
5. Submit periodic reports to the governor, the legislature and departments of state government regarding the manner in which federal and state programs, rules and regulations, and legislation affect persons with hearing impairments.

Strategy:

- IDVR and the Council for the Deaf and Hard of Hearing will create an MOU that describes the parameters under which the Council will operate and achieve agreed upon goals.
- Applicable state and federal laws and regulations will be delineated within the MOU and adhered to in the provision of services.

Outcomes: The Council for the Deaf and Hard of Hearing was established in 1991 as an independent agency housed in the Department of Health and Welfare. Until SFY 2011 the Council was funded through general funds. The Department of Health and Welfare did not charge the Council for rent or other operating expenses such as phone and motor pool. The Council has a very

small budget and when the holdbacks and budget cuts were implemented during the last Fiscal years, the Council was affected to the point of closure of the Agency.

During SFY 2012, it was determined that the Council for the Deaf and Hard of Hearing be transferred to the Department of Vocational Rehabilitation, thus utilizing matching federal funds through the Rehabilitation Services Agency. The Council through Vocational Rehabilitation funding was to be funded fully from a combination of state general funds and federal matching funds. However, it was determined that the Council activities did not constitute funding from the national Rehabilitation Services Agency. As a result, the Council was ineligible for federal funding for SFY 2012. During the legislative session, along with Vocational Rehabilitation, the Council requested supplemental appropriations from the legislature to fully fund the Council through state general funds for the remainder of SFY 2012. This funding was a combination of receiving funds from Vocational Rehabilitation, the renal failure program and state general funds.

For SFY2013, the legislature voted a budget for CDHH from only state general funds to be appropriated to the Council with an increase in funding to meet the needs of the Council's mission.

The Council has worked diligently with the Department of Vocational Rehabilitation and the Division of Financial Management to secure appropriate funding for the Council for future years. For SFY 2014, the CDHH was approved an additional allotment of \$16,500 to further their mission.

2. Identify all supported employment program goals described in Attachment 4.11(c) (4), including an evaluation of the extent to which the supported employment program goals were achieved.

IDVR uses funds received annually under Section 622 of the Act for the provision of Supported Employment (SE) services for eligible customers with the most significant disabilities who require supported employment to become employed and who have selected SE as the appropriate employment strategy following a comprehensive assessment of rehabilitation career job needs. Customers receiving services under this funding are experiencing multiple issues that may include extended learning requirements, inappropriate job behavior, difficulties in interaction with the supervisor, coping with changes on the job such as job tasks, coworkers, supervisors as well as transportation issues.

Supported Employment services include situational assessment, job placement and job coaching, placement and follow-along, as well as transportation and other supportive services when justified.

The priorities for the strategy for FFY 2012 as described in Attachment 4.11(c) (4), including an evaluation of the extent to which the supported employment program goals were achieved are as follows:

1. A continued emphasis on community based integrated employment rather than sheltered employment (work services).

The Extended Employment Services (EES) program closely monitors the balance between work services programs and community supported employment services. The current EES support rate is 41/59% in favor of CSE supports. IDVR's objective is to maintain this percentage as a minimum and increase the overall customers receiving CSE supports if possible.

2. Pursuit of increased long-term state funding for supported employment.

EES has pursued an aggressive course towards increasing much needed funding for community supported employment programs. JFAC approved an increase of \$170,000 beginning in SFY 2014 for the EES program. A portion of this money has been earmarked by the legislature for a three percent rate increase for our community partners, while the remainder will be applied towards increasing the availability of program supports.

3. Continued efforts towards a reduction of the waiting list for funding of long-term supported employment services.

The program has purposefully pursued actions to reduce the statewide waiting list for EES customers during FFY 2012. By working closely with our community partners to streamline funding processes, ensure that customers are receiving the proper levels of support necessary for success and reducing customer support as appropriate over time, EES has been able to maximize funding and serve a greater number of customers. While the waitlist continues to increase due to a number of outside environmental factors, the additional funding provided by the state legislature has allowed the EES program to raise the overall number of people supported under long term supports.

4. Investigation into the possibility of being approved as a Medicaid service provider for the purpose of procuring additional vocational funding.

This strategy was not pursued during the stated period.

FFY 2012 Supported Employment goals include the following:

1. The number of customers leaving the waiting list and entering community based integrated employment will be equal to or greater than the previous year's total.

The EES program has undertaken significant efforts to maximize current program funding while pursuing increased funding to reduce the number of customers currently awaiting services. There has been an increased focus on moving customers from facility based services into community employment whenever possible. In 2012, 623 customers were in CSE at the end of the state fiscal year and 421 on the waiting list. In SFY 2011, 556 customers were in CSE and 334 on the waiting list at the end of the fiscal year. There are numerous reasons for the changes in customers both in CSE as well as the waiting list. IDVR has been more aggressive in managing the EES program and have increased our customer's awareness of the EES program. While an increase in funding has allowed

the program to serve more customers, a reduction in Medicaid's HCBS waiver funding has added to the wait list.

2. Increase funds available for long term supported employment services by 1% utilizing a variety of creative methods including identification of natural supports.

The Extended Employment Service Program has received additional funding during the last two state legislative sessions. During SFY 2012 a supplemental funding allocation of approximately \$187,000 was added to the program while in SFY 2013, an increase in \$170,000 was approved. IDVR makes all attempts to consider all alternative means to support a customer requiring long term support to include the development of natural supports.

3. Number of Supported Employment outcomes will be equal to previous year's total.

This goal was achieved in FFY 2012. The number of successful supported employment outcomes was 79 compared to 74 in FFY 2011. (It should be noted that data reported in the FFY2013 State Plan was incorrect for the stated fiscal year comparison. 69 successful outcomes were reported for FFY 2011 compared to 85 in FFY2010. The correct data outcomes were 74 in FFY 2011 and 98 in FFY 2010. The outcome was not met). The economy coupled with changes in HCBS Waiver funding and the EES programs continue to impact successful supported employment rehabilitation outcomes.

Attachment 4.11(e) (2) (D) Status of Evaluation Standards and Performance Indicators

The following is the performance of the VR program on the standards and indicator for FY 2012.

Evaluation Standard 1: Employment Outcomes

Performance Indicator 1.1:

The Number of Individuals Achieving Employment Outcomes During the Current Performance Period Compared to the Number from the Previous Performance Period.

FFY 2012: 1813 Rehabilitations - Indicator Failed

Performance Indicator 1.2:

The Percentage of Individuals Receiving Services Under an Individualized Plan for Employment Who Achieve Employment Outcomes.

Federal Minimum: 55.8%

FFY 2012: 42.4% - Indicator Failed

Performance Indicator 1.3:

Competitive Employment Outcomes as a Percentage of all Employment Outcomes.

Federal Minimum: 72.6%

FFY 2012: 99.9% - Indicator Passed

Performance Indicator 1.4:

Competitive Employment Outcomes for Individuals with Significant Disabilities as a Percentage of all Individuals with Competitive Employment Outcomes.

Federal Minimum: 62.4%

FFY 2012: 99.4% - Indicator Passed

Performance Indicator 1.5:

The Ratio of the Average VR Hourly Wage to the Average State Hourly Wage.

Federal Minimum: .52 ratio

FFY 2012: .63 - Indicator Passed

Performance Indicator 1.6:

The Percentage of Individuals Achieving Competitive Employment Outcomes Who Report Their Own Income as the Primary Source of Support at Application Compared to at Closure.

Federal Minimum: At least 53.0 (*math difference*)

FFY 2012: 73.9- Indicator Passed

Evaluation Standard 2: Equal Access to Services**Performance Indicator 2.1:**

Access to Services for Minorities as Measured by the Ratio of the Minority Service Rate to the Non-Minority Service Rate.

Federal Minimum: .80 ratio

FFY 2012: 0.960 - Indicator Passed

Attachment 4.11(e) (2) (E) Utilization of the Funds Reserved for the Innovation and Expansion Activities in FFY 2012

IDVR provided funding support for the State Rehabilitation Council expenditures including travel, lodging, advertising for town meetings, supplies, meeting room rentals, interpreters when necessary, facilitation services, and costs related to consumer satisfaction/outreach surveys.

Cost: \$15,122.54

Funding support for the State Independent Living Council (SILC) was allocated out of Innovation and Expansion funding. Title 1 funds were used to support SILC to cover the costs of salary and benefits costs for a fiscal technician, the Executive Director, and Administrative I Assistant positions at the SILC.

Cost: \$44,500.00

Attachment 6.3 Quality, Scope, and Extent of Supported Employment Services

The Idaho Division of Vocational Rehabilitation (IDVR) provides the full scope of Community Supported Employment Services (CSE) to those Vocational Rehabilitation (VR) eligible

customers with the most significant disabilities, who require extended services to maintain employment, and have at least a reasonable expectation that a source of extended services (long-term support) will be available at the time of transition. CSE includes, if necessary, situational assessments through Trial Work Experiences (TWE), or other diagnostic strategies, to assess the customer's interests and abilities.

Once an appropriate Community Supported Employment position is identified for an individual, IDVR provides supported employment job coaching services for a period of up to 18 months. The services can be extended beyond 18 months, when appropriate, upon agreement of the customer and the counselor.

Community Supported Employment Services provided to individuals are coordinated through an Individualized Plan for Employment (IPE) that includes a description of the services needed, the identification of the state, federal, or private programs that will provide the continuing support; and the basis for concluding that continuing support is available.

Community Supported Employment Services include the following:

1. If necessary, a supplemental evaluation to the evaluation of the rehabilitation potential provided under 34 CFR, Part 361.
2. Job development and placement into competitive, community integrated employment. Traditional time-limited services needed to include job coaching and communication with the employers, to support the training in employment.
3. Any other service that would be identified as requisite to the targeted supported employment outcome.

Each customer's IPE describes the timing of the transition into extended services, which is to be provided by the long-term support provider following the termination of time-limited services by IDVR.

All Community Supported Employment Services are provided by qualified Community Rehabilitation Programs (CRPs) who have demonstrated the capacity to provide the service and are accredited by either the Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation Systems (RSAS) accredited. Community Supported Employment Services are purchased through Title VI-B and Title 110 funds.

Current Idaho Division of Vocational Rehabilitation (IDVR) policy and the Federal regulations require a third party commitment in writing, to designate the long-term support provider. Since 07/01/2004, the Extended Employment Services (EES) Program under the IDVR is the main provider of long-term support, although those customers who qualify for the DD waiver can use Medicaid funds. A CSE participant may only be transitioned to long-term support based on an assessment of rehabilitation goal achievement and job stability. Periodic monitoring occurs to ensure that each customer receiving Community Supported Employment Services is making satisfactory progress.

The Extended Employment Service Program received an ongoing funding increase of approximately \$367,000 during SFY 2012 as well as an increase of approximately \$170,000 beginning in SFY 2013. A portion of the SFY 2012 monies were programmed to offset an increase in indirect cost calculations due to agency process changes, while the 2013 increase includes an increase in provider reimbursement rate. All remaining funding will be applied directly towards increasing EES customer services and is applied towards reducing individuals from the regional waiting lists.